

Position Title: Manager, Volunteer Resource Services

**Date of Commencement:**

**Contract & Salary:** In alignment with Social Community Home Care And Disability Services Industry Award <http://awardviewer.fwo.gov.au/award/show/MA000100>

Level 6 Paypoint 1: plus current % of superannuation

This is a performance-based Employment Contract

**Review:** Annual Basis

**Hours per week:** 20 over 4 days Monday-Thursday-times negotiable.

**Entitlements:** Four weeks’ holiday pay per annum pro rata

17.5% annual leave loading.

12 days personal leave per annum pro rata

Employer’s Superannuation contribution

Paid public holidays only when they fall on rostered workdays.

Generous Salary Packaging is available.

**Organisational Relationship:**

**Reports to:** CEO

**Supervises:** Staff- Administrator VRC

Co-ordinator Manningham Volunteer Resource Services

Volunteers

**Internal Liaisons:** CEO

Management Team members

Senior Finance & Payroll Officer

Community Engagement team

Other EV Staff

Other EV Volunteers

**External Liaisons:** Community Service Organisations

Cities of Manningham, Maroondah and Whitehorse and the Shire of Yarra Ranges

Federal Department of Social Services

Other Funding Agencies and Trusts

Local Businesses

Volunteer Involving Organisations

VVSN

**Job Description: Manager, Volunteer Resource Services**

1. **Key Accountabilities**

2.1 Work at all times in accordance with the aims, philosophy and values of Eastern Volunteer Resource Centre Inc.

2.2 Adhere at all times to EV’s Conduct and Ethics Procedure for staff.

2.3 Ensure that work practices comply at all times with the requirements and obligations under the Equal Employment Opportunity, Occupational, Health and Safety, Privacy and other relevant legislation.

2.4 Assist the CEO in nurturing a transparent, democratic and accountable work environment.

2.5 Establish and maintain a team emphasis and a co-operative and respectful relationship with members of the Board of Management, Staff, Volunteers and members of other committees, based on an ethical foundation of trust.

2.6 Advise and assist the CEO on matters pertaining to the management of corporate functions and provide timely, accurate and astute advice and information to the CEO, with recommended actions on major issues or concerns impacting on EV operations.

2.7 Employ sound financial planning and management practices, including the identification of sources and procedures to obtain additional external funding.

2.8 Ensure high level storage, maintenance and retrieval systems are employed to provide security, integrity and reliability of EV information and records.

2.9 Document monthly activities associated with the position including Board Reports, supervision reports and reports required by other funding bodies from time to time.

3. **Role and Specific Tasks of the Manager, Volunteer Resource Services**

3.1 Manage the Volunteer Resource Services functions of EVRC including :

* Relationship management with volunteer involving organisations in the 4 local government areas covered by the services.
* Promote VRC services to attract both individuals looking to volunteer and volunteer organisations.
* Ensure services are inclusive
* Managing an integrated volunteer and paid workforce
* Develop and implement best practice volunteer management system within EV for our volunteers
* Manage compliance through DEX and other mechanisms as required
* Ensure our systems support professional promotion of volunteer opportunities
* Develop and manage a place-based model of volunteer assessors through community organisations.
* Delivery of Communities of Practice, training and other support programs to volunteer involving organisations in conjunction with the CEO
* Meeting of contract deliverables under the VMP and Manningham VRS contracts and all other contracts related to the service.
* Ensure compliance with Manningham outcomes framework
* Assisting CEO to drive innovation in volunteering
* Development and management of service systems to ensure smooth delivery of the EV Volunteer Resource Service Model.
* Responsibility for information management systems pertaining to the VRC / VRS
* Development and embedding of departmental specific procedures to implement EV policy
* Development and embedding of workflow procedures to advise consistent service delivery
* Responsibility for ensuring legal and compliance tasks pertaining to the VRS/VRC services including OH&S, Privacy legislation, compliance sign offs for the CEO and Board.
* Management of risks associated with the delivery of the programs
* Representing EVRC from time to time with key stakeholders
* Assisting the CEO with implementation of outcomes framework and data methodology for the volunteering services.
* Promote quality improvement processes
* Other Volunteer Resource Services tasks as advised by the CEO in pursuance of the outcomes for volunteering services.

3.2 Adopt an open, consultative and engaging style of management and ensure regular and effective communication with all team members

3.3 In consideration of EV’s corporate strategic goals, assist with the preparation of the Annual Operational Business Plan and Risk Management Plan.

3.4 Actively participate on the Management Team and assist with the implementation of Eastern Volunteers’ future strategic directions and other proposals for consideration by the Board of Management.

3.5 Prepare reports for submission to the Board of Management, Annual General Meetings and other meetings as advised by the CEO

3.6 Assist in the preparation of submissions for funding to Local, State and federal Government and other bodies in collaboration with the Management Team.

4. **Skills and experience required**

* A team player with strong people management and leadership skills
* Demonstrated facilitation and training experience
* Demonstrated experience in management of volunteer programs / services especially the delivery of services through volunteers
* A good working knowledge of and commitment to effective processes and systems to support the delivery of quality services
* Demonstrated commitment to a planned outcomes focused approach
* Exceptional time management skills and a strong commitment to on-time delivery on management and compliance reporting and client services and stakeholder information
* Highly developed communication and interpersonal skills
* A self-starter and a common sense approach with proven ability to get the job done, even during times of significant demand and high pressure
* Ability to act in a self-directed manner, demonstrating innovative and creative approaches when planning and problem solving and a preparedness to “push the boundaries” in pursuit of innovation
* Ability to work cooperatively and sensitively with a wide range of stakeholders
* Possess a good working knowledge of OH&S, Equal Opportunity, Anti Harassment and Bullying policy and Confidentiality and Privacy legislation.
* A current Victorian Driver’s license.

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| I, |  | | | having read the job description and | | |
| Fully understood its contents thereof, accept the position of Manager, Volunteer Resource Services with Eastern Volunteer Resource Centre Inc | | | | | | |
| Signed: | |  | |  | Date |  |
| Witness: | |  | |  |  |  |
| CEO: | | |  |  | Date |  |

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| **Section 6**: Staff Job Descriptions | **Approved by:**  CEO |
| **Procedure:** Manager, Volunteer Resource Services | **Date:**  2/10/2019 |