**About MOIRA**

MOIRA is a company limited by guarantee providing a range of services for people living with disability, young people experiencing disadvantage, as well as their families and carers. We work with people creatively and with efficacy to support personal aspirations and life goals.

As a MOIRA team member, you work alongside a group of vibrant, dedicated professionals guided by a shared set of values and a vision to support people from all walks of life.

**MOIRA’s Vision and Values**

**For all people to lead rewarding lives as valued members of society**.

To help us realise our vision, we are guided by our four values.

* providing outcomes-based services that customers find **valuable**
* having a **trustworthy, person-centred** approach to service development and delivery
* being **engaging and dignified** in our dealings with all persons and organisations
* taking every opportunity to **learn from our customers.**

**MOIRA’s Cultural Values**

Alongside MOIRA’s external values and vision, MOIRA celebrates a strong set of internal cultural values that support team members to bring their best self to work each day.

**TED:** Trustworthy, engaging, dignified – these are primarily outward-facing values

**CIC:** Committed, innovative, curious – these are more inward looking.

This document should be read with MOIRA’s Code of Conduct (HR-F003) and the terms of the employment contract.

**POSITION SUMMARY**

The position is responsible for the management of volunteers, including recruitment, training, engagement, retention and ensuring that safety screening requirements are met and maintained.

This role will also work with parents and carers of children living with disability.

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| **Responsibilities** | * Understands the service and its stakeholders. * Consistently reinforces MOIRA’s vision and values. * Actively promotes a safe working environment, to ensure the health and safety of all MOIRA team members, volunteers and service users |
| **Capabilities** | * Capable of managing volunteers including their recruitment, training, engagement and retention whilst ensuring all safety screen requirements are met and maintained. * Adaptable and flexible in approach, particularly with regard to the needs of the Community Support team. * Demonstrated understanding of relevant legislation and service standards. * An understanding of the needs of people living with disability and their families. * High level of problem solving skills. * Excellent interpersonal and communication skills, including the ability to initiate and maintain contacts with a broad range of stakeholders, including parents and carers of children living with disability. * Excellent organisational skills and demonstrated ability to maintain administration to high standards. * Ability to work autonomously as well being an integral part of a cohesive team. * Extensive knowledge of MS Office systems and digital media. * Current Victorian driver’s licence. |
| **Networks** | * Service users, MOIRA team members, volunteers and stakeholders. |
| **Qualifications and Experience** | * Relevant tertiary or post-secondary qualification * Current First Aid certificate. |
| **Reporting relationships** | * This positon reports to the Manager – Customer Engagement. * Volunteers report to this positon. |
| **Functional Responsibilities** | * Identifies and builds strategic and stakeholder relationships to support volunteer growth. * Develops and implements volunteer strategy. * Coordinates volunteers; including recruitment, induction, training, support and retention, whilst ensuring all safety screening requirements are met and maintained. * Works with programs to identify where volunteers are required and recruits and supports accordingly. * Manages the operational/administrative systems for volunteer programs. * Prepares written reports and maintains accurate documentation. * Ensures all deadlines are met in accordance with requirements. |