



VOLUNTEER WEST

Position Description

Position Title:	Project Coordinator – Volunteering Support Services
Location:	5 Sargood St, Altona VIC 3018 (or other sites as required)
Hours of Work:	11.5 hours per week
Duration:	30 June 2021 (Parental leave backfill)
Supervisor:	CEO
Supervises:	Volunteers
Enquiries:	Contact Ms Thu-Trang Tran, CEO trang@volunteerwest.org.au Applications close Sunday 19 April 2020

About Volunteer West

Volunteer West's mission is to improve the health and wellbeing of people in Melbourne's west through volunteering that empowers and engages. The breadth of our geographic reach is significant, covering 6 local government areas with an estimated population of 880,000 people, with the region's unique community strengths and challenges as a growth area.

Volunteer West's focus is inclusive volunteering experiences that sustains personal wellbeing and builds community resilience. We do this by:

1. Supporting community members to find volunteer opportunities. Our strength is providing personalised guidance and support through a volunteer-for-volunteers model;
2. Providing training and support to coordinators and managers of volunteers, and to organisations that run volunteering programs
3. Advocate for the growth of socially inclusive volunteering across Melbourne's west, in all its forms (face-to-face and online, short and long-term engagement).

Given our size and the challenge of servicing a fifth of Melbourne's metro population, we work through collaborations and coalitions to deliver services that reach diverse communities and meet service needs across the region.

Position Overview

The Coordinator role is to ensure that volunteer support services and projects provided by Volunteer West in Altona and across our service region are of a high quality and meet local community needs. The Coordinator is to also form close working relationships with local governments and coordinate special projects with the aim of reducing barriers to volunteer participation.

Duties

Deliver volunteer matching and support services

1. Recruit and train suitable volunteers to undertake duties for Volunteer West, including at outreach offices
2. Supervise the work of volunteers, provide support and establish a cohesive team environment for volunteers.
3. Develop and implement administrative systems for volunteer matching that are efficient and user-friendly. This includes accurate data entry, a screening process and follow up to check and report on the fit and success of volunteer referrals.
4. Organise volunteering expo events, including promotion activities, coordinating on the day, and post-event report & evaluation.

Relationship management

5. Collaborate other community organisations and local governments to deliver outreach services and events to meet community needs and promote volunteering.
6. Support the organisation in external advocacy and fundraising campaigns

Other duties as required

7. Working with the Volunteer West staff, evaluate the effectiveness of services and ensure that Volunteer West operates in an environment of continuous improvement.
8. Undertake administrative duties as required to ensure the efficient running of Volunteer West.

Selection Criteria

Essential

1. Demonstrated interpersonal communication skills, including experience in communicating with people from a wide variety of backgrounds.
2. Experience working with volunteers in small community organisations.
3. Adept at thinking laterally, working flexibly, and being resourceful to solve problems and create opportunities.
4. Proven event management and/or coordination skills
5. Ability to quickly learn and work independently using remote working tools (Zoom, Skype, Google cloud-based tools, Microsoft Teams, etc); and other software as required with support (eg website content management systems, funding bodies' databases and reporting systems, online survey forms).
6. Experience with using social media platforms (Facebook, Twitter, LinkedIn etc)
7. A current driver's licence and access to own vehicle.

Desirable

8. Experience with implementing customer relationships management or case management systems.
9. A bachelor degree or similar qualification.

Salary and Working Conditions

Salary

Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010 and Social and Community Services (Victoria) Award. Year level dependant on skills and experience.

Places of work

During this social distancing period, working from home arrangements would be in place. Once normal services resume, the primary office base is in Altona, with flexibility to work from home subject to service delivery requirements.

It is expected that the Coordinator will travel to parts of greater Melbourne using public transport or their own vehicle. A secondary office is being planned for West Melbourne for ad-hoc meetings and projects. All travel costs will be reimbursed.

Flexible and variable work hours

This position is 11.5 hours per week. There is flexibility around working days. Given the nature of work undertaken by Volunteer West, the Coordinator may be asked to undertake additional duties appropriate to the skills and experience of the employee. Under Volunteer West's policies, where the Coordinator needs to work outside usual business hours, time in lieu can be taken (approved by the CEO) rather than payment of overtime.

Professional Development

Volunteer West is committed to the ongoing development of staff and volunteers. A professional development plan will be implemented as part of the annual appraisal process.

How to apply

Applications must address the selection criteria and be sent to:

Ms Thu-Trang Tran, CEO, Volunteer West

Email: trang@volunteerwest.org.au (Subject line: Project Coordinator – VSS Application)

Phone: 03 9398 1233