



Position Title: Volunteer and Administration Associate

Reporting to: Movement Manager

Team/Department: Movement

Location: Based in the any Action Centre.

Hours: 60 hours per fortnight

Grade: Level 3

Effective Date: 24th January 2020

Position Overview: Volunteering is a central and vital part of Amnesty International Australia's (AIA) work, protecting and defending human rights. Volunteers work with staff, activists and the public throughout the organisation to deliver projects and support ongoing work. Volunteering plays a critical role in AIA's people powered movement.

This role is responsible for supporting effective volunteering programs and roles at AIA, including setting and measuring performance targets, ensuring internal capability requirements to support volunteering are met, and supporting continuous improvement in AIA volunteer programs. This role works collaboratively with other volunteer-focused staff, and across teams to support the consistency and effectiveness of AIA's volunteering program and to deliver the Movement team's strategy to build and enhance volunteer engagement. This role has a specific responsibility in ensuring that the Movement and Supporter Engagement teams have the volunteer programs required to achieve their goals. This role will also have some volunteer management tasks, and will support administrative tasks across the Movement and Supporter Engagement Teams.

Main Responsibilities:

- Collaborate and liaise with the Movement Manager, other volunteer-focused roles, volunteers and staff to support an integrated, effective and positive volunteering program at AIA
- Assess capability of staff and coordinate training or other support to ensure staff meet volunteer management expectations
- Develop training materials on volunteer and staff responsibilities relating to the Volunteer Code of Practice
- Ensure that volunteering resources are centralised
- Create opportunities for learnings and ideas to be shared across the movement to provide continuous development and expansion of AIA's volunteer program
- Drive continuous improvements in volunteer recruitment, induction and management including setting and evaluating indicators for success
- Maintain and develop expertise and understanding of Australian volunteer



management practices

- Ensure Supporter Engagement and Movement teams have effective volunteer programs
- Producing and delivering communications as relevant to the role, using a range of channels and technologies
- Scheduling team meetings, note taking and agenda management/facilitation where required
- Administration, scheduling and travel support for Directors and teams as required
- Office contact responsibilities, including: being the contact point for national teams on supporting local activist/volunteer activity and supporter/public enquiries; liaison and coordination for local facilities management; induction of new staff, volunteers and activists to relevant local aspects of the office
- Performing the role to a high standard within agreed timelines, and in line with Amnesty International Australia's (AI Australia's) vision
- Other tasks within your skills and competence as required

Essential Qualifications, Skills and Experience:

- High level communication & interpersonal skills - EI - (written, face to face, telephone, social media)
- Well-developed organisational and logistics management skills
- Understanding of best practice for specific communications channels
- Understanding of fundraising, insights and analytics approaches
- Previous experience managing Volunteers
- Familiarity with human rights issues and social change methods and tactics, including experience of mass mobilisation, activism and organising techniques
- Demonstrated experience in or commitment to working with rights holders

Key Relationships:

- Supporter Engagement
- Fundraising
- Impact
- Operations

How we work:

In meeting the responsibilities set out in this Position Description, all AI Australia staff are expected to:

- Facilitate, empower and enable the active participation of rights holders
- Be a positive advocate for Amnesty and our work, demonstrating our values of Empowerment, Integrity, Persistence and Courage
- Demonstrate emotional intelligence and a commitment to excellence in your interactions with colleagues, supporters, stakeholders and members of the public
- Always act in the interest of members and supporters
- Work with and empower volunteers, activists and members
- Support the general on-site functioning of the Action Centres
- Implement the principles of Equal Employment Opportunity and actively contribute to growing a more diverse and inclusive Amnesty
- Understand your Work Health and Safety (WHS) responsibilities and ensure the health, safety and wellbeing of yourself and others at work
- Contribute to the quality and hygiene of organisational data and protect privacy
- Produce and deliver communications that are relevant to the role, using a variety of communications channels and technologies



- Develop understanding of human rights issues and social change methods and tactics, including experience of mass mobilisation, activism, organising, fundraising and campaigning techniques

About Amnesty International Australia

We are an independent, global movement that campaigns courageously for human rights for everyone.

We're ordinary people from all walks of life, using our passion and commitment to bring torturers to justice, change oppressive laws and free people imprisoned just for voicing their opinion.

We're independent of any government, political ideology, economic interest or religion to ensure we can speak out on human rights abuses wherever they occur.

We stand for equality, justice, freedom, and human dignity and uphold these values:

- **Empowerment** – we build people power
- **Persistence** – we are resolute in pursuit of our goals
- **Integrity** – we hold ourselves to the highest standards
- **Courage** – we are fearless in upholding human rights

Every day we move closer to a world where human rights are enjoyed by all.

Acceptance

Name: _____

Signature: _____

Date: _____

