



OzHarvest | Job Description

Your Position Title:	WA Volunteer Coordinator
Your Department:	WA Team
You'll Report to:	WA State Manager + National Volunteer Manager
Classification:	Casual
Hrs/wk:	15 hours per week
Date:	August 2020

Your Key Relationships

You will be part of the collaborative OzHarvest team, which includes Western Australia State Manager and the National Volunteer Manager; interacts with interstate Volunteer Coordinators, OzHarvest management, staff including OzHarvest WA logistics team, WA Food Rescue drivers + OzHarvest WA volunteers.

You will also work with external stake holders including the general public, OzHarvest volunteers and OzHarvest corporate partners, financial and food donors, service providers and contractors

What we are about

Our purpose is to Nourish our Country. Through food rescue, education, community engagement and innovation. As an organisation we are connected by four key values:

Connected by a cause: We are a magnet for magnificent people, connected by a common purpose. This mission of ours is contagious. It will take all of us, every day, every way. Our cause comes to life with every single one of us.

Nourish & Grow: We are creating a culture of giving. When we grow ourselves, we grow each other and nourish others. When we nourish others, we ourselves grow. Not just in times of vulnerability, but as we thrive.

Boldly Courageous: We speak and act boldly for the change that needs to happen. We embrace every challenge with optimism, dignity and respect.

With Gratitude: We are grateful. Always. To each other. To the people we serve. To the people who give so generously. For the work we do, and the work to be done.

About the role

The WA Volunteer Coordinator is responsible for:

- Sourcing, engaging, nourishing and managing our WA-based 'Yellow Army', an incredible and extraordinary family of volunteers who enable OzHarvest's Purpose of Nourishing Our Country.
- Provisioning and managing our volunteers for critical, exciting and unique OzHarvest events, activities and core business requirements.
- Evaluating the strengths and capabilities of our volunteers and ensuring they have the best and most purposeful opportunity and valued experience with our family.



- Providing our volunteers with genuine purpose and acknowledging their impact on the community whilst undertaking their roles, ensuring their longevity and service with our family.
- Managing the volunteer's recruitment, induction, training, role and task assignments.

Your Responsibilities

- Ensure that our volunteer community are welcomed into the OzHarvest family and have adequate opportunities to feel connected to the purpose of OzHarvest.
- Manage the recruitment and selection of volunteers, their onboarding and induction.
- Manage all prospective and active volunteer queries through the various channels of email, phone and web etc. in a timely manner.
- Conduct volunteer induction, activity briefs and materials, to ensure volunteers are informed on how to carry out their designated role in an effective and safe manner.
- Develop regular OzHarvest volunteer communication.
- Management, maintenance and ensuring currency of the volunteer database and web based management tools.
- Plan, organise, and coordinate WA volunteer engagement activities.
- Schedule and coordinate volunteer rosters for activities, programs and events or as requested by the OzHarvest team.
- Assist the OzHarvest team with the development of new programs and initiatives to ensure that volunteers are well supported in their roles.
- Assist with the planning and administration of events where volunteer resource is utilised.
- Attend volunteer activities to provide leadership and further our connections with our volunteers.
- Provide feedback and support to the WA State Manager and the National Volunteer Manager with continuous improvement initiatives and opportunities.
- Actively participate in the performance development processes to meet organisational requirements and own career aspirations.

At OzHarvest we are a small family and we all work together to contribute to successful outcomes. There is an expectation that for all major events that we, as a family, come together and take on additional responsibilities to deliver a successful event.

Personal Specifications

Qualifications

- Bachelor Degree or at least 2 years' equivalent experience in Volunteer Coordination, Human Resource Management (including recruitment, selection, induction), Workforce Management or Project Management.
- Must have a Police Check and a Working With Children Check (WWCC) for this role.
- Relevant key personnel and probity checks required by legislation and OzHarvest policy.
- Current driver's licence and the willingness to drive in the course of work (essential).

Skills, Knowledge & Experience

- Demonstrated ability to recruit, coordinate, and supervise volunteers or staff
- Strong personal and team-based organisational skills, including the ability to coordinate projects, motivate and work successfully with volunteers, staff, and other people with varied interests and backgrounds.
- Demonstrated understanding and commitment to the Principles of Volunteering, and the



Code of Practice for Organisations Involving Volunteer Staff.

- Capacity and willingness to work weekends and evenings as required.
- Ability to set priorities and manage competing demands with tight timeframes.
- Experience in office administration and database management.
- Experience working alongside volunteers.
- Understanding and commitment to the principles of continuous quality improvement.
- Strong PC-based applications skills in a Microsoft office environment, and high-level ability to manage information and data.
- Knowledge of Salesforce is an advantage.
- Demonstrates high level of confidentiality.

Willingness to work within the philosophy and policies of OzHarvest.

Personal Abilities and Aptitudes

- A strong commitment and enthusiasm toward the purpose of OzHarvest
- Energetic, positive and proactive
- Ability to work autonomously or as part of a team
- Strong ability to build relationships
- Enthusiasm and highly effective interpersonal, written and oral communication skills.
- Ability to coordinate administration and projects in a time pressured environment
- Excellent attention to detail and a strong customer service approach
- Ability to work within a dynamic, fast-paced environment

Employee Acknowledgement

I acknowledge that I have read and understand the above Job Description and agree to carry out all duties as described to the performance standards required, adhering to the policies listed below.

Employee Name: _____

Signature: _____ **Date:** _____

OzHarvest Policies that apply to this role:

- Covid Policy
- Code of Conduct Policy
- Employment policy
- WHS Policy
- Leave Policy
- Flexible Work Arrangements Policy
- Communications Policy