



FOOD * WITHOUT * BORDERS

Position Title	Volunteer Coordinator	Employee Name	
Location	Various	Position Style	Full time
Position Purpose	Ensure a strong volunteer base at all Melbourne Lentils. Support and advocate for Lentils' staff and volunteers as they move through and beyond the organisation.		
Position Supporter	Operations	Position Supports	All staff, volunteers

Lentil as Anything is more than just a restaurant. We are a movement for social fairness and inclusion. For 20 years we've created an ecosystem based on valuing people over profit, where social classes, abilities, cultures and beliefs are all given an equal opportunity to gain skills and help their fellow humans.

Our Mission is:

- Providing food security: Serving wholesome and nutritious meals to anyone who asks, without being concerned about money.
- Caring for people from all walks of life: Fostering an environment of inclusion and not exclusion.
- Living true respect: Engaging with volunteers, the long-term unemployed and the marginalised.
- Encouraging community: Asking all people to be active citizens and get involved in community based initiatives.
- Reforming society: Acting on the structures of society to restore justice.

Our Values are:

- Human dignity: Respecting the sanctity of life and affirming the worth and capacity of all people.
- Generosity: Serving others because we can, without expecting anything in return.
- Justice: Acting with integrity and fairness, without discrimination, and being an advocate for the disadvantaged.
- Hope: Working for reconciliation, healing and transformation of all people.
- Compassion: Engaging others in the spirit of inclusion and addressing their

needs.

- Community: Owning our common humanity as we engage with people, working and journeying together, for mutual capacity building.

Position Overview

We are looking for a positive, passionate and organised Volunteer Coordinator who relishes the challenge of working with thousands of diverse volunteers each year to run Lentil as Anything's Melbourne operations. This is a very varied role that involves day-to-day management of volunteers, liaison with external job placement and government agencies, conflict resolution, training and staff support. There is scope for further HR or education elements to this role, for the right person.

To be perfect for this role you will have experience in social work or community development and working within a multicultural team. You will have an understanding of the requirements of government programs such as Work For the Dole and Newstart and knowledge of professional development training programs available for people of a range of abilities. You will be confident and up to date with different technologies used to manage volunteers. You will also not be afraid to get your hands dirty on the floor here and there, particularly in the beginning as you work to build an understanding of the specific challenges of each restaurant.

Our team is incredibly committed and dedicated to improving the lives of our community members and our impact as an organisation. We listen to each other and debate challenges. We support new, daring ideas and always strive to support our community to pursue projects that they believe in. As a key position within the organisation, and most importantly as the first face that many prospective volunteers will meet at Lentil, the right person will embrace the opportunity to help Lentil as Anything bring out the best in its community members, and society as a whole.

Competencies - Required

- 3 + years demonstrated experience in social work, management of volunteers or community engagement
- Demonstrated experience in conflict management and working with a varied range of people, including in multicultural environments, with people with disabilities or with those with family, personal and social challenges
- Understanding of technologies used to manage volunteers and staff
- Strong Microsoft Office and Google Suite capabilities, particularly Sheets and Docs
- Excellent writing and presentation skills, with experience in writing proposals and/or manuals
- Excellent ability to self-organise and think clearly in busy work environments

- Ability to work in a diverse team but tackle projects independently at times
- Open-mindedness and strong sense of empathy, with a drive to go the extra mile and create and maintain lasting personal relationships with a wide variety of cultural and socio-economic backgrounds
- True dedication to supporting people to be themselves and achieve their goals
- Vision to develop a best-in-class volunteering program and community support system within Lentil as Anything

Competencies - Preferred

- Experience in hospitality
- Experience in recruitment or education and training

Tasks	Key Activities	Actions to be Taken
Volunteer Management	<ul style="list-style-type: none"> - Reaching out to potential volunteers through a range of platforms - Ensuring volunteer onboarding and experience is consistent across the Lentil as Anything restaurants - Rostering volunteers - Record-keeping - Engaging with restaurant managers and operational staff to understand organisational needs - Supporting the development of training opportunities for volunteers 	<ul style="list-style-type: none"> - Use a range of media to attract new volunteers - Maintain relationships with volunteers to ensure their place in Lentil As Anything is appropriate. - Spend time at all Lentil's locations to mix with volunteers and understand the daily running of the organisation - Develop weekly rosters for volunteers based on volunteers' availabilities and interests and restaurant needs - Develop and maintain onboarding and inductions for volunteers - Organise targeted training sessions for specific restaurant functions eg. barista, kitchen hand, and ensure volunteers with specific skills are utilised - Ensure health and safety information is adequately communicated in all volunteer materials - Maintain database of active and historical volunteers, including volunteer agreements, sign-in system and contact details - Maintain internal documents, such as training manuals - Facilitate work experience/placements
Staff Support	<ul style="list-style-type: none"> - Supporting staff to deal with conflict and difficult personalities - Understanding and communicating with staff about their needs and interests within and outside the organisation 	<ul style="list-style-type: none"> - Act as a contact for floor staff when they encounter a challenging situation with a client or volunteer - Identify and action training opportunities for staff in conflict resolution and other appropriate areas, particularly for Restaurant Managers - Ensure all staff know how to support their volunteers to participate fully and fulfil any requirements they may have from external agencies - Engage in regular catch-ups with staff to understand any queries or needs they may have, and generally get to know them - Engage with the finance, admin and operations teams to find solutions for staff queries

		<ul style="list-style-type: none"> - Ensure staff are aware of their obligations and rights in relation to health and safety regulations
Stakeholder Engagement	<ul style="list-style-type: none"> - Liaising with external agencies such as job search agencies, Centrelink and educational institutions 	<ul style="list-style-type: none"> - Understand the systems within which volunteers and staff are working and find the best outcomes for them - Ensure that all staff or volunteers under external programs fulfil their requirements and are supported to do so, including ensuring a supervisor is present for trainees at all times - Complete any necessary paperwork for relevant external organisations
Capacity Building	<ul style="list-style-type: none"> - Identifying opportunities to support volunteers and staff in their personal and professional development - Providing support for career development 	<ul style="list-style-type: none"> - Communicate relevant professional development opportunities to staff and volunteers - Support any requests for interview preparation support, reference letters etc., where appropriate
Volunteer Groups	<ul style="list-style-type: none"> - Developing an innovative and successful corporate volunteering program - Implementing engaging and successful volunteering experiences for schools and other groups 	<ul style="list-style-type: none"> - Build and market a corporate volunteering program that can act as a revenue stream for the organisation - Work with school and other groups to provide tailored volunteering opportunities for a range of community members