



POSITION DESCRIPTION

Position Title: Volunteer Program Coordinator
Location: Vivian Bullwinkle Centre, L3, 293 Swanston Street MELBOURNE
Reports to: Manager - Volunteer Services
Hours/Days: 2.5 Days / 17.5 hours per week, Flexibility available
Tenure: Ongoing

Conditions of Employment:

- Salary and conditions in accordance with RSL Victoria Salary Contract
- A current National Police Records Check is required
- A current Working with Children Check is required.

Performance Appraisal: Initially after three (3) months. Additional review may be requested at any time by the employee or employer.

ABOUT THE RSL

The Returned & Services League - Victorian Branch (RSL Victoria) is Victoria's largest and oldest veteran charity. Our mission is to provide the best possible supports and services to all generations of veterans in Victoria. The State Branch office of RSL Victoria provides overarching leadership to our network of 277 Sub-Branches and represents our almost 200,000 members on veteran related issues. As a member of RSL Victoria you directly contribute to this mission through our veterans' support services, veteran advocacy, commemoration of service, and fostering of camaraderie amongst serving and ex-serving Defence Force personnel working with the Sub-Branch network.

The organisational structure of the State Branch of RSL Victoria comprises of the following:

- Office of the Chair and CEO
- Veteran Services Division
- Operations Division
- Finance Division

POSITION SUMMARY

The Returned and Services League (RSL) has delivered peer support and connection activities across Australia since its inception in 1916. RSL Victoria and its aligned Sub-Branches runs several social activities across the State. In line with the Resilient Veteran Strategy 2021-2026, RSL Victoria will roll out a coordinated connections program aimed at reinvigorating the work and improving connection to the broadest possible range of Victorian veterans.

Working within the Mission, Values and Objectives of RSL Victoria, the major responsibilities of the role include:

- Manage the ongoing development and support of the RSL's Volunteer Program.
- Develop, Review & Evaluate Policies and Procedures of RSL Volunteers
- Develop, implement, and evaluate the volunteer involvement framework.
- Implement, manage, maintain, and evaluate the RSL's "Better Impact" database processes.



DUTIES AND RESPONSIBILITIES

- Develop, review, and evaluate policies and procedures for RSL Volunteers in accordance with relevant professional and legislative requirements to ensure that volunteers are carefully selected, orientated, trained, supervised, and supported to aid our ongoing mission to the veteran community.
- Develop, implement, and evaluate a volunteer involvement framework to support the integration of volunteers into the RSL through meaningful service opportunities utilising their unique skills, background, and experience.
- Ensure risk management strategies are in place to protect both the volunteer and the RSL, including occupational health and safety measures, insurance cover and volunteer screening processes.
- Implement, manage, maintain, and evaluate the RSL's "Better Impact" database processes in line with business needs.
- Ensure volunteer activity is reported and recorded by volunteers/Sub-Branches through prescribed means.
- Analyse statistical data regarding volunteer activity and provide reports as required.
- Refer volunteer enquiries to Sub-Branches/Line Managers and work with them to encourage meaningful volunteer involvement opportunities for prospective volunteers.
- Provide resources and support to Sub-Branches/Line Managers to aid in the recruitment, supervision, retention, and protection of volunteers.
- Support Sub-Branches/Line Managers in managing volunteer grievances.
- Work with Sub-Branches/Line Managers to ensure volunteers are recognised.
- Oversee the rollout of the Better Impact volunteer module across the network.
- Provide ongoing training and support for the Better Impact module
- Evaluate and develop the capacity of the Better Impact module for use within the RSL.
- Administration for Veteran Services.

KEY SELECTION CRITERIA

Qualifications:

- A tertiary qualification in Community Services Development, Volunteer Program Management, Human Resource Management, or demonstrated experience in a related field.

Knowledge, Skills and Experience

- Demonstrated experience in volunteer co-ordination.
- Demonstrated ability to plan, coordinate and evaluate programs and services.
- Knowledge and understanding of the National Standards for volunteer involving organisations.
- Knowledge of current trends, resources and information related to volunteering.
- Demonstrated understanding of the needs of the veteran community desirable.
- Information technology skills relevant to the position.
- Demonstrated oral and written communication skills.
- Demonstrated ability to plan, coordinate and evaluate programs, projects, and services.
- Experience in training and facilitation desirable.
- Experience with Better Impact Database software advantageous
- Ability to work autonomously as well as collaboratively with cross functional teams.
- Excellent Time-management Skills with an ability to prioritise workload in a dynamic environment.
- Excellent Problem-Solving Skills.
- Excellent English Language Skills.

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- Excellent Administration Skills.
- Sound use of Microsoft technologies – Office 365.

Communication requirements

- Compose and manage internal/external communications to a diverse range of stakeholders with tact, clarity, and political acumen.
- The ability to communicate verbally and in person in a way that builds trust, is honest and supports a culture of transparency and mutual respect.
- Prepare reports as required or appropriate.
- Photocopying and collating.
- Telephone calls and messages where appropriate

Personal Responsibilities

- Maintain a responsive, client-focused approach and ensure the rights, needs and preferences of staff, volunteers and members of the veteran community are respected in all that you do.
- Promote a collegiate workplace that is outcomes focused through the demonstration of constructive and inclusive behaviours.
- Maintain privacy and confidentiality of all staff, volunteers, and members of the ex-service community.
- Comply with OH&S and other legislative requirements in relation to own work practices.
- Maintain knowledge and skills relevant to position by participating in educational opportunities and maintaining professional networks and professional registration requirements.

Other requirements:

- Current Victorian driver's licence
- Commitment to promoting the Mission and Values of the RSL
At all times embody the RSL Code of Conduct –
 - Empathy
 - Compassion
 - Tradition
 - Mateship
 - Integrity
 - Transparency
 - Respect

Description Authorised by: Chief of Veteran Services, Mr Adam Lawson
Date approved: March 2021.