

Position Description

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| Position Title | Volunteer Coordinator |
| Version Date | April 2021 |
| Reports to | Operations Manager |
| Supervises | Volunteers |
| Authorities | Per Emerge Women and Children's Support Network Table of Authorities |
| <p>The Job Description for this role is indicative and may change as the needs of the business change. The Job Description describes the general nature and level of work being performed and is not intended to be an exhaustive list of all responsibilities, duties or skills required for the position, nor does it imply that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow other job-related instructions and to perform other job-related duties requested by their supervisor. The Position Requirements are representative of minimum levels of knowledge, skills and/or ability. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty effectively.</p> | |
| <p>1. ORGANISATIONAL CONTEXT</p> <p>Emerge Women and Children's Support Network (Emerge) is a specialist family violence service located in Victoria's Southern Region and is primarily funded through the Australian/Victorian by the Homelessness Support Program under the National Affordable Housing Agreement. The organisation offers a diverse range of accommodation and support to women and women with children experiencing family/domestic violence including:</p> <ul style="list-style-type: none"> • A high security state-wide communal refuge; • Medium security state-wide accommodation for women and women with children who have additional needs such as substance use and/or mental health issues; • Regional support, access and accommodation for women and women with children who wish to remain in the southern region; • Specialist support for accompanying children via a dedicated Emerge worker; • Specialist support for CALD women and women with children through co-case management with inTouch Multicultural Centre Against Family Violence. <p>In addition to the above Emerge is committed to providing support and assistance to women and women and children to live safely within their own homes and community.</p> <p>PURPOSE</p> <p>Enabling independence for women and children by breaking the cycle of domestic violence. This will be achieved through the strategic themes of Educating, Partnering, Delivering, Advocating and Creating within a feminist framework.</p> <p>ORGANISATIONAL AIMS/OBJECTIVES</p> <p>Emerge is dedicated to providing a sensitive and respectful service that provides single women and women with accompanying children with the skills necessary to live a life free from violence. We achieve this through:</p> <ul style="list-style-type: none"> • Providing a culturally sensitive service that addresses the needs of all women and children including those from cultural and linguistically diverse communities and Indigenous women and children. • Advocating to governments, the sector and broader community on important issues of family/domestic violence and challenging the values and norms in our society that perpetuate violence against women and children. | |

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| <ul style="list-style-type: none"> Promoting equity of access to financial resources including opportunities for employment, further/continuing education and other supports and resources that will enhance women's and children's wellbeing. Working collaboratively with other services both within and outside of the integrated family violence sector to maximise all opportunities for the women and children that we assist. | |
| 2. SCOPE OF POSITION | |
| The Volunteer Coordinator is responsible for introducing and maintaining an effective volunteer program, aligned with strategy, for Emerge. | |
| 3. KEY OUTCOMES | |
| <ul style="list-style-type: none"> Develop a plan to recruit, manage and retain a volunteer team for Emerge. <ul style="list-style-type: none"> Develop a volunteer strategy, position descriptions, objectives, policies and procedures within the first three months to support 70% volunteer retention and 80% reliability for activities. Manage all volunteer lead activities and projects. | |
| 4. RESPONSIBILITIES, FUNCTIONS AND TASKS | |
| Key Result Areas | Responsibilities |
| a. Volunteers | <ol style="list-style-type: none"> Implement Emerge's Strategic Plan in areas of your responsibility. Work with the Operations Manager to develop a strategic plan for the volunteer program within the first 3 months Develop position descriptions for each role within first 3 months Develop and manage policies, procedures and standards for volunteers. Manage volunteer recruitment effectively including all required safety screening. Implement and manage the preparation and distribution an newsletter for volunteers Implement a communication plan and training program that aligns with the volunteer strategy. Actively support volunteers through cross skilling and internal relief for planned and unplanned absences Evaluate the volunteer program at the end of the first 12m months and provide advice on changes to strategy and processes Implement processes that ensures volunteers are working in a safe environment and in line with Emerge's Workplace Health and Safety policies and procedures |
| b. Community awareness | Facilitate and advocate access to a wide range of information, services and resources that will enable Emerge to recruit and retain volunteers <ol style="list-style-type: none"> Assist with raising awareness of Emerge and what we want volunteers to do. Present to community groups and other relevant areas on Emerge's need for volunteers and the role they play in the organisation. Work with the Emerge marketing coordinator (or equivalent) to strengthen our volunteer profile |
| c. Organisational support | Support and sustain Emerge's organisational objectives: <ol style="list-style-type: none"> Work within Emerge's policies and procedures. Uphold Emerge's values in all relationships, measured by the quality of relationships with all internal and external stakeholders. Adhere to set performance standards. Maintain relevant documentation, verbal and written reports and |

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| | <p>internal data on volunteers.</p> <p>5. Work independently and as part of a team, including attending team meetings and other forums as required.</p> |
| d. Specialist skills | <p>1. Attend relevant meetings required to ensure your information and skills are in line with Emerge's need for volunteers.</p> <p>2. Provide feedback and relevant training, workshops, forums and information sessions to ensure a continual quality improvement and best practice framework for volunteers is maintained. Develop skills and increase opportunities for further training to complement the specialised nature of the Emerge volunteer team.</p> |
| e. Individual Effectiveness | <p>1. Act as a professional and capable representative of Emerge to internal and external clients, measured by the quality of relationships with all stakeholders through agency and volunteer feedback.</p> <p>2. Uphold the Emerge Code of Conduct at all times.</p> |
| f. Continuous Improvement | <p>Ensure the success of Emerge Women and Children's Support Network by:</p> <p>1. Seeking opportunities to further develop and enhance the Emerge volunteer framework that supports the organisation's innovative and progressive model</p> <p>2. Noting and reporting any problems relating to the operation of Emerge.</p> <p>3. Recommending solutions to the Executive Officer or her delegate.</p> |
| g. Documentation, reporting and data collection. | <p>1. Ensure that all documentation, written and verbal reports and volunteer data collection are carried out in accordance Emerge policies and procedures and industry standards.</p> |
| <p>5. OHS</p> <p>Emerge promotes a safe and equitable working environment. It is the responsibility of all employees to report any equipment, processes or workplaces issues that may be, or may lead to, a hazardous or unsafe workplace</p> <p>Compliance</p> <p>All staff are to comply with safe working procedures by:</p> <ul style="list-style-type: none"> • Follow safe work procedures established by Emerge; and • Follow the OHS&E directions of management. <p>Risk Assessments</p> <p>All staff are to assist with the preparation of risk assessments where appropriate.</p> <ul style="list-style-type: none"> • Before commencing work in a work area, a risk assessment should be conducted to identify, assess and control the hazards associated with the work. This should be conducted in conjunction with other relevant staff, and the supervisor. <p>Reporting</p> <p>All staff are to report OHS&E problems</p> <ul style="list-style-type: none"> • Report workplace hazards to the supervisor as soon as possible after they occur; and <p>Report injury or illness arising from workplace activities using the Emerge incident/injury reporting system as soon as possible after incident.</p> | |
| <p>6. GENERAL</p> <p>Internal Contacts:</p> <p>Executive Officer, members of the Board and staff</p> | |

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| <p>External Contacts: Industry groups, funders, philanthropists and community groups.</p> <p>Support for this role: This role will receive regular internal supervision and an annual performance review.</p> | |
| <p>7. PHYSICAL REQUIREMENTS</p> <p>This role requires a level of physical and mental fitness to carry out the inherent requirements of the role as described, including the possession of the psychological and emotional robustness required to work in the family violence sector, manage multiple priorities and changing deadlines, enter data into a computer using a keyboard and mouse, work from a seated position, use a telephone handset, work in an open environment, lift, carry, push, pull, reach, handle, grip, stand, walk, climb, bend, stoop, crouch, kneel, and twist in performing the standard office duties. This list is indicative and is not comprehensive.</p> | |
| <p>8. POSITION REQUIREMENTS</p> <p>SKILLS, COMPETENCIES, QUALIFICATIONS AND EXPERIENCE</p> <p>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.</p> <p>Mandatory</p> <ul style="list-style-type: none"> • Be available to work on Thursday. • Flexibility with working hours including the ability to work after hours on some occasions and undertake travel as required. • Socially sensitive and aware, passionate about women and children and their wellbeing. • Experience managing volunteers or extensive previous experience as a volunteer. • Understanding the issues around privacy and confidentiality for refuges when presenting to the public. • Able to adapt and respond to change. • Ability to build and manage credible and productive internal and external working relationships. • Networking and advocacy skills. • Excellent written and verbal communication skills. • Full Victorian drivers licence • National Police Name Check & Working with Children Check <p>Desirable</p> <ul style="list-style-type: none"> • Qualification in human resource management or experience with recruitment and retention. • An understanding of the issues involved in working with women and children that have experienced domestic violence. • Experience in policy development • Well-developed group planning and facilitation skills. | |
| <p>9. APPROVED</p> | <p>Paula Westhead, Executive Officer</p> |