

POSITION DESCRIPTION

Travellers Aid is committed to enabling individuals of all abilities to connect to people and place. Our vision is a society where people with mobility challenges are treated with dignity and respect, being able to lead full and rich lives with confidence and we aim to achieve this by empowering people with travel related challenges to connect, engage and participate.

Position Title	Volunteer Coordinator	Function	Corporate Services	Review Date	03/05/2021
Position Reports To	Corporate Services Manager	Is this a New or Existing position?	New		
Direct Reports	Not Applicable	Probationary Period	6 Months	Location	Melbourne CBD and surrounds
Conditions of Employment	As per Travellers Aid EBA 2013-2017	Employment Type	Part-Time Maternity Leave Replacement (6-12 month contract)	Hours of Work	Weekdays
Purpose Statement:	<ul style="list-style-type: none"> Travellers Aid service users include people with a permanent disability, temporary impairment or those with age-related mobility challenges who require assistance when travelling or the provision of specialise personal care services. The volunteer coordinator position works within the management team to lead and support an inclusive volunteer workforce. 				
Section 1. Personal Experience required to meet position objectives:					
Skills and Experience	<p>Essential</p> <ul style="list-style-type: none"> Basic understanding of HR principles, frameworks, and change management. A commitment to values-based workforce management. A continuous improvement mindset in leading people, specifically volunteers. Skilled in promoting a workplace culture that enables positive working relationships (internal and external). A high level of confidentiality, tact, discretion, and tolerance. Excellent interpersonal skills including collaboration, negotiation, consultation, and mediation. Well-developed oral and written communication skills. Good knowledge of different recruitment methods. Experience using HR recruitment tools and technology. Excellent organisational skills including the ability to set priorities, attend to detail and meet deadlines. <p>Desirable</p> <ul style="list-style-type: none"> Qualification in business administration, human resources, or similar field. At least 2-5 years of proven experience coordinating a volunteer program. Competent in cloud-based IT systems including Microsoft Office applications and HR databases e.g., Ascender HCM system, Salesforce CRM system and Deputy Rostering system. 				

Formal Qualifications	<ul style="list-style-type: none"> • Full unrestricted working rights in Australia. <p>The following checks will need to be undertaken prior to commencement of employment:</p> <ul style="list-style-type: none"> • Working with Children Check • National Police Check • International Police Check (if applicable).
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Section 2. Areas of Accountability	
Responsibilities	<p>Recruitment</p> <ul style="list-style-type: none"> • Coordinate Travellers Aid’s volunteer program based on our existing volunteer framework and the needs of the organisation. • Actively participate with management to support new and existing programs. • Identify, develop, and deliver volunteer recruitment strategies and promotions. • Recruit, onboard, train, develop and provide support to the volunteers and site supervisors. <p>Relationship Management</p> <ul style="list-style-type: none"> • Embed volunteers in their roles, by providing timely and clear onboarding, ongoing guidance, and regular review. • Support volunteers in accordance with Travellers Aid internal policies and procedures, the National Standards for Volunteer Involvement and best practice in volunteer management. • Collaboratively work with all members of the workforce, to enhance the volunteer experience at Travellers Aid. • Promote the volunteer program to internal and external stakeholders to raise awareness and respect for the work of volunteers. <p>Human Resource</p> <ul style="list-style-type: none"> • Collect and record accurate volunteering data and other information for internal monitoring and assessment. • Participate in the review and implementation of policies and procedures relevant to the volunteer program. • Ensure safe and respectful workplace policies and workplace laws are applied across the workforce, including to volunteers. • Be responsible for all administrative duties that support the volunteer program e.g., advertising, communications, referee, and compliance checks etc. • Highlight positive client feedback that demonstrates the value of volunteers and volunteering with Travellers Aid. • Promote volunteer activities and programs in accordance with Travellers Aid’s Vision and Purpose statements. • Encourage volunteers to maintain a continuous improvement mindset when performing activities and practices.
Culture of Travellers Aid Australia	<ul style="list-style-type: none"> • Promote and encourage personal growth and effective communication within the volunteer workforce. • Understand, support, and carry out the policies and procedures of the organisation. • Ensure that own behaviour and that of others is in line with Travellers Aid values and behaviours.
Occupational Health and safety	<ul style="list-style-type: none"> • Ensure own behaviour and that of others is in line with all safety requirements. <p>Note: Travellers Aid Australia has a Zero Drug and Alcohol tolerance for employees whilst undertaking tasks</p>
Continuous Improvement	<ul style="list-style-type: none"> • Actively participate in and contribute to continuous improvement activities and support their implementation in the relevant areas.

Section 3. Organisational Competencies	
Respect	Consistently acts with honesty and respect in line with TAA values; Demonstrate respect for others by giving them authentic positive attention, listening with positive attention, acknowledging them as fellow human beings, and providing appropriate recognition.
Empathy (sensitive / empathetic)	Having the ability to sense others' feelings and how they see things. The ability to take an active interest in their concerns and picking up on cues to what's being felt and thought. Listen attentively to understand the other person's point of view, and what they are experiencing.
End User Focus	Focusing efforts on discovering the needs of customers/clients and working to achieve customer satisfaction. Understanding the critical importance of delivering to the end user and the importance of service values and the link between job objectives/tasks and the customer.
Interpersonal / Engaging	The demonstrated ability to understand, interpret, respond to, and predict individuals' concerns, motives, feelings, and behaviours and to recognise strengths and limitations in others in the effort to get tasks done.
Flexible and Adaptable in dealing with others	The ability and willingness to modify own behaviour to reach a goal.
Deal with difficult situations (Calm under pressure)	The ability to work well under pressure; Remains calm in difficult situations and supports others in working through challenges Is able to diffuse tense situations and work to a sound resolution.
Problem Solving	Ability to ask the right questions and understand what a problem is and what needs to be done about it in order to rectify the problem. The maturity to take personal accountability in following through to ensure the problem is solved.
Works Independently / Unsupervised	Takes personal responsibility for setting and completing tasks, personal development and seeking support. Can monitor own progress and outcomes.
Strong verbal communication	Communicates clearly, professionally, and appropriately; effective, clear, confident communication, active listening and supports others to do the same.
Willingness to learn	The willingness and ability to continually learn and update one's knowledge in an environment that is busy yet process driven and structured. Motivated to seek information and to apply this knowledge on the job. Able to share knowledge and learnings appropriately.
Teamwork	An intention to work co-operatively with others, to be part of a team, as opposed to working separately or competitively. Understands how own work impacts on others in the organisation and ensures quality standards are met and delivered consistently.

Section 4: Organisational Values

Respect for the individual is at the heart of what we do

We empower people by providing choice, independence and freedom to travel

We are compassionate to the challenges faced by others

We are nimble and responsive to changing needs

We enhance people's capacity to be their best and live life to the fullest

I have read this document and agree to undertake the duties and responsibilities as listed above to the best of my abilities and skills. I also acknowledge this profile is only an indicative indication of task and understand that I may be required to undertake additional duties and responsibilities from time to time that are not detailed herein, yet within or aligned to my skills set.

INCUMBENT SIGNATURE: