

Position Description

Position Title	Volunteer Services Coordinator
Division	Primary Health
Classification Grade and Level	Dependent upon experience and qualifications
Enterprise Agreement / Award	Dependent upon experience and qualifications
Employment Details	Part-Time fixed term
Reports To	Health Communities Manager
Ordinary Location	North Richmond Community Health Limited, 23 Lennox Street Richmond
Vaccination Status	Current and compliant with the Victorian Health Care

Organisation Profile

North Richmond Community Health (NRCH) is committed to making healthcare more accessible and culturally relevant. It works with community members to support social justice principles which afford all people the right to dignity, respect, and the highest quality of care. With the recent addition of Victoria's first Medically Supervised Injecting Room, NRCH is dedicated to combating stigma and discrimination experienced by people who use drugs, and improving their quality of life.

NRCH provides a range of medical, allied health, dental and community services to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government and community services around the country.

Website Information: www.nrch.com.au

Position Purpose

To enable the Organisation to achieve its mission to work in partnership with culturally and socially diverse communities to promote and improve: equity, health and well-being.

The Volunteer Coordinator role will work across all organisation departments who require the engagement of volunteers to enhance and support service delivery operations line with any relevant funding and policy guidelines and that is consistent with NRCH strategic and operational objectives.

The Volunteer Coordinator is responsible for the coordination of best practice systems relevant to NRCH volunteers. The Coordinator will recruit, train, provide ongoing supervision and support to volunteers to ensure they perform high quality and effective volunteer services.

The Coordinator will liaise with key stakeholders to ensure that volunteer support occurs as part of an overall response to an identified need, is planned and monitored to ensure the objectives of the volunteer service are met. The Coordinator will ensure orientation, training and support is provided to volunteers in accordance with organisational requirements and that volunteers work within their scope.

The Coordinator will facilitate compliance with the National Safety and Quality Standards (Standard 2- Partnering with Consumers) and monitor performance across the organisation by supporting and participating in the Community Advisory Committee.
The Coordinator will monitor and work with patient experience data and consumer feedback (formal and informal) which supports health system improvement for safe and high-quality care.

Key Performance Indicators

- All volunteers are screened, appropriate checks completed and Orientation/Induction is undertaken prior to commencement.
- Accurate and current volunteer personnel records are maintained
- Monitoring of volunteer involvement in NRCH programs, ascertain if additional volunteers are required, provide support and resolve any issues or concerns
- All volunteers complete NRCH mandatory and program-specific training for volunteers.
- Completion of annual Volunteer Feedback survey
- Volunteer data/statistics are recorded in TrackCare on a regular basis and targets met. Collaborate with the Communications and Marketing Team to highlight volunteer involvement in the organisation's activities

Key Responsibilities/Skills

- Develop and effectively maintain a sustainable and motivated volunteer workforce at NRCH in accordance with NRCH policies and procedures.
- Coordinate effective volunteer programs to reduce the level of isolation and support healthy communities through the provision of volunteer support to NRCHL programs and services.
- Monitoring of volunteer involvement in NRCH programs, ascertain if additional volunteers are required, provide support and resolve any issues or concerns
- Seek out grants and funding opportunities to provide additional opportunities to develop and enhance the volunteer workforce.
- Establish and maintain effective networks with other agencies that use volunteers and peak bodies including Volunteer Australia and Volunteering Victoria.
- Ensure Volunteers receive important NRCH communications, including Staff Newsletter
- Collaborate with the Communications and Marketing Team to highlight volunteer involvement in the organisation's activities
- Develop appropriate marketing and promotion materials, in liaison with the Communications Officer, to actively promote and recruit volunteers and the volunteer programs available at NRCH.
- Coordinate and support Volunteer Position Development, Recruitment, Interviewing, Screening and Placement processes across the Organisation including the overall support and supervision of volunteer staff
- Develop and review training and orientation programs for volunteers in accordance with current standards in volunteer engagement, legislative, organisational and service requirements.
- Collaborate with internal stakeholders to identify volunteer opportunities and priorities within their programs, including the development of new initiatives to support the Organisation's mission within a multidisciplinary work environment

- Coordinate Volunteer Program Planning and ensure best practice in line with National Standards for Volunteer Involvement are adhered to across the Organisation
- Liaise with staff to monitor volunteer placements and be a point of contact for staff regarding volunteer issues.
- Maintain an up to date and accurate volunteer database and ensure all recruitment, checking and training records are kept up to date and in line with NRCH and other funding requirements.
- Manage and coordinate referrals to the Volunteer programs.
- Oversee all administration related to the management of volunteers, including funding body client management and reporting requirements
- Undertake other duties as required by the Manager that are within the scope and skill consistent with the position.
- Develop and implement Quality Improvement processes, procedures and policies.
- Carry out other duties consistent with the aims and objectives of the centre as directed

Key Capabilities

Communication:

- The ability to present information clearly and persuasively and seek out the ideas and views of others.
- The capacity to communicate appropriately in a variety of settings, while being consistently professional, concise and engaging.
- The ability to present well-constructed written communication.

Decision making:

- The ability to coordinate information from a variety of sources; identify, define, and analyse operational problems and situations and anticipate potential roadblocks.
- Solutions focussed approach to problem solving.

Leadership:

- The ability to inspire and guide individuals including the meaningful link between NRCH's Strategic plan and the individual's role in day to day operations.
- The ability to build capacity within the team s to develop and strengthen specific knowledge and skills needed to provide quality client care and promote self-responsibility for learning.

Teamwork:

- The ability to collaborate with colleagues to seek solutions that are beneficial to all groups as well as forge successful teams among individuals with diverse perspectives and skills.

Action Management:

- Ensure the timely delivery of initiatives, prioritise issues and organize activities to optimize outcomes.

Interpersonal Relations:

- Understand the importance of fostering positive relationships with co-workers and relevant external organizations.
- Treat all stakeholders with dignity, respect and fairness. Strive to alleviate any negative impact of decisions on people.

- Deal with differences of opinion fairly before they escalate into conflict and seek common ground among individuals when opinions differ.

Client Focus:

- The ability to identify and respond to the needs of the community.
- An understanding of the social model of health, clients' rights and responsibilities, health promotion and community participation concepts and the ability to integrate these concepts into action within the Program.
- Actively implements and seeks client feedback in line with organisational Client Feedback policy.
- Engages consumers in planning, design, delivery and measurement and evaluation of systems and services.

Personal:

- At all times, maintain a standard of conduct, reflective of the NRCH Code of Conduct, and those of relevant professional codes.
- Set annual goals for themselves in conjunction with the General Manager and participates in their own annual Performance Management.
- Maintain an effective personal professional development plan.

Work Health and Safety

- Regularly monitor and review personal work practices and the environment to ensure a healthy and safe workplace in accordance with NRCH policies/procedures and legislative requirements.
- Adhere to Occupational Health and Safety, Equal Employment Opportunity, Emergency Management, Waste Management and Infection Control policies and legislation.
- Proactively report OH&S hazards, incidents and injuries to supervisor and reporting portal VHIMS.

Professional Development

- Actively engage in the annual performance review and development appraisal with direct supervisor.
- Maintain professional competencies and registration (if applicable) and undertake relevant professional development, continuing education and training.
- Ensure completion of mandatory competencies (both organizational and profession-specific).

Strategic Imperatives

- Demonstrate an awareness and understanding of NRCH's strategic plan and contribute to the program's work plan to achieve organisational objectives.
- Be familiar with the organisation's principles and demonstrate alignment with the expected behaviours in day to day practice.
- Adopt and maintain a progressive and evidence-based approach to service delivery.

Continuous Quality Improvement and Risk Management

- Actively participate and contribute to quality improvement activities, by identifying and making recommendations on opportunities to improve processes, workplace health and safety, quality and service delivery outcomes.
- Adhere to NRCH incident and complaint investigation policies and procedures.
- Manage risk in daily work practices.

Information and Resource Management

- Understand the purpose of, and be able to use client/corporate records systems and common software applications confidentially and appropriately.
- Prepare documentation using clear, concise and grammatically correct language appropriate to the role and service requirements.
- Record and maintain accurate and timely data as directed to meet relevant funding and policy requirements.
- Work within budget requirements and use resources appropriately.

Diversity

- Actively participate in developing cultural competence and demonstrate an understanding and empathy with individuals from a diverse range of cultures and backgrounds.

Qualifications

Essential	Certificate in health-related field or equivalent Volunteer Management qualifications
Desired	Community Development and/or Training certificate
Professional Membership(s)	N/A

Experience

Essential	<ul style="list-style-type: none"> • Extensive experience in managing volunteer services in community health setting • Well-developed decision making, negotiation and leadership skills in working with a diverse range of stakeholders • Demonstrated experience working with culturally diverse communities and people from varying socio-economic backgrounds. • A good knowledge of the MS Office suite and level of computer literacy.
Preferred	<ul style="list-style-type: none"> • Experience in the operations of community-based, not for profit sector well-regarded.

Key Selection Criteria

1. Demonstrated understanding and respect for the volunteer role, including what motivates volunteers to join and remain engaged with an organization.
2. High level interpersonal and communication skills, with the ability to develop and foster effective relationships with volunteers, community, consumers and other key stakeholders.
3. Demonstrated knowledge and understanding of recruitment, orientation and training requirements to support effective volunteer services.

4. A good understanding of relevant funding guidelines and volunteer coordination programs (or proven ability to quickly build skills and knowledge).
5. Highly organised and efficient with strong time management skills
6. Proven ability to work autonomously, as well as the ability to work effectively as part of a team within clear and established processes and procedures.
7. Knowledge and ability to lead and implement quality management systems and meet established standards, National Safety and Quality Standards.
8. Proficient conflict resolution, problem-solving and mediation skills

Appointment is subject to:

- Successful National Police Check
- Evidence of current Working with Children check

Physical Demands of the role:

- Sitting for long periods of time
- Frequent walking and moving through stairs in the building
- Ability to work in Moderate Stress;
- Ability to adapt to change in the work place;
- Working with clients who are distressed / Uncooperative / Unpredictable.

Internal Training Requirements

Topic	Timeframe for completion
NRCH Code of Conduct	3 months
Bullying and Harassment for Leaders	3 months
Cultural Competency	3 months
Hand Hygiene	3 months
Child Safety	3 months
Social Media	3 months
Cybersecurity	3 months
Occupational Health and Safety	3 months
Conflict Negotiation	3 months
Aboriginal Cultural Safety	3 months

All NRCH appointments must:

- Conduct themselves in a manner consistent with organisation's Code of Conduct, Scope of Practice, Employment Contract, Cultural Competency standards and all other policies and procedures.
- Create and provide a child-safe environment and to the participation and empowerment of children. NRCH has zero tolerance of all forms of child abuse and all allegations and safety concerns will be treated very seriously. All NRCH staff and volunteers are required

to contact authorities when they are worried about a child's safety. If you believe a child is at immediate risk of abuse contact 000.

- Participate in the NRCH risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identify opportunities for continuous improvement in the workplace through communication and consultation with managers and colleagues.
- Contribute positively to a safe workplace by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Adhere to NRCH infection control policies and procedures.
- Present for work on time, and follow notification guidelines when ill or late for work or applying for leave.
- Be subject to a six-month probationary period, wherein performance will be reviewed prior to the expiry of the probationary period and an ongoing employment decision will be communicated.
- Participate in annual performance reviews where all staff will have responsibility for an individually tailored work plan. All position descriptions are open to periodic review by management in consultation with staff.
- Participate in NRCH Accreditation processes as required;
- Work in the guidelines of the NRCH smoke-free environment, including within vehicles.
- Be willing to perform other duties as directed, in accordance with training, skills and experience.

Further Information

For enquiries relating to this position, contact Human Resources on workforus@nrch.com.au.

I understand and have read the above Position Requirements and hereby declare that I am:

- 1. suitably qualified and experienced to undertake the duties described herein; and*
- 2. physically able to undertake the duties herein described without modification.*

SIGNATURE:

DATE:

[INSERT NAME]:

Job Demands Checklist

North Richmond Community Health endeavors to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency definitions:	
I = Infrequent	Activity may be required very infrequently
O = Occasional	Activity required occasionally, not necessarily all shifts
F = Frequent	Activity required most shifts, up to 50% of the time
C = Constant	Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods
N/A = Not Applicable	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						
Sitting	Remain seated to perform tasks				x	
Standing	Remain standing to perform tasks				x	
Walking	Periods of walking required to perform tasks				x	
Bending	Forward bending from waist to perform tasks		x			
Kneeling	Remaining in a kneeling position to perform tasks	x				
Lifting/Carrying	Light lifting and carrying		x			
	Moderate lifting and carrying		x			
	Assisted lifting (mechanical, equipment, person assist)	x				
Climbing, Working at Heights	Ascending and descending ladders, steps, scaffolding					x
Pushing/ Pulling	Moving objects e.g. trolleys, beds, wheelchairs	x				
Reaching	Arms fully extended forward or raised above shoulder	x				
Crouching	Adopting a crouching posture to perform tasks					x
Foot Movement	Use of leg and/or foot to operate machinery					x
Head Postures	Holding head in a position other than neutral (facing forward)	x				
Fingers/Hand/ Arm Movement	Repetitive movements of fingers, hands and arms e.g. computer keyboarding				x	
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands	x				
Driving	Operating a motor vehicle e.g. Use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus etc.		x			
Using role specific tools/equipment	Floor Polishing Machines, Floor Scrubbing Machines and Vacuums					x

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Psychosocial Demands						
Distressed People	Highly emotional people crying, upset, unhappy, depressed. Eg. Emergency or grief situations			x		
Aggressive/ Unpredictable People	Raised voices, yelling, swearing, arguing. Eg. Drug/alcohol, dementia, mental illness			x		
Exposure to Distressing Situations	Eg. Child abuse, delivering bad news, viewing extreme injuries, viewing deceased		x			
Environmental Demands						
Security Concerns	Concerns about safety and security of self, accessing and leaving work, performing duties		x			
Noise	Environmental/background noise necessitates people raising their voice to be heard		x			
Confined Spaces	An enclosed or partially enclosed space that is not designed or intended primarily to be occupied by a person					x
Biological Hazards	Eg. Exposure to body fluids, bacteria, infection diseases requiring PPE	x				