

Position Description

State Programs Coordinator

POSITION	State Programs Coordinator
REPORTS TO	State Programs Manager
DIRECT REPORTS	N/A
PAY RATE	SCHADS Level 6; Refer Item 9 of your Employment Contract for pay point and associated Award and Organisation benefits.
HOURS	30 per week (0.8 FTE)
TERM	To 31 March 2023
LOCATION	C/- Our Community House, 552 Victoria Street, North Melbourne VIC 3051, or otherwise agreed

About Volunteering Victoria

Volunteering Victoria is the peak body for volunteering in Victoria. Our membership is drawn from volunteer involving organisations (VIOs), volunteer support organisations (VSOs) and volunteers from across Victoria.

Our purpose is to promote and build a vibrant, strong volunteering community that is inclusive, respected and sustainable.

Our vision is Resilient communities and empowered, active people through meaningful volunteering.

Quality Commitment

“Quality Commitment” means all the things we do to deliver our services to meet and, where possible, exceed our customers’ and clients’ expectations. The quality of our services is the responsibility of all employees at all levels of Volunteering Victoria.

This means that all employees are accountable for ensuring they themselves and their team (as applicable):

- read, understand, and apply all Volunteering Victoria policies and procedures, in particular the Quality Management Systems Policy.
- provide feedback to management on policies and procedures if asked or where appropriate.
- understand and contribute where appropriate to Volunteering Victoria’s ISO accreditation and Quality Management system.

Position Purpose

The Program Coordinator is responsible for coordinating the delivery of the operational and strategic components of the DSS Volunteer Management Activity grant in Victoria.

Position Responsibilities

Program Coordination

- Support the State Programs Manager on the coordination of the VMA Program in Victoria in accordance with the program guidelines, service delivery standards and contractual requirements.
- Lead any required projects designed to build capacity of current VMA funded agencies including coordination of training, guides and reporting tools as identified in the Activity Management Plan.
- Manage and support funded agencies in their delivery of the Volunteer Management Activity including support and assistance in providing updates to Volunteering Victoria and the Department of Social Services as required.
- Research and develop new partnerships for delivery of the Volunteer Management Activity to address current and future service delivery gaps.
- Support funded agencies in providing high quality data to meet the VMA agreed outcomes measurement framework.
- Manage email and phone line queries related to online services delivery and state programs
- Coordinate Volunteering Victoria VMA funded training sessions.

- Coordinate Lived Experience Advisory Groups for newly arrived migrants and people with a disability.
- Other duties as directed by the State Programs Manager in accordance with the priorities of Volunteering Victoria or the Activity Management Plans for funded programs and consistent with the skills required for the role.

Requirements of the position

Skills, knowledge, experience, qualifications and/or training

- (i) comprehensive knowledge of organisation policies and procedures;
- (ii) specialist skills and/or supervision/management abilities exercised within a multi disciplinary or major single function operation;
- (iii) specialist knowledge gained through experience, training or education;
- (iv) appreciation of the long term goals of the organisation;
- (v) detailed knowledge of program activities and work practices relevant to the work area;
- (vi) knowledge of organisation structures and functions;
- (vii) comprehensive knowledge of requirements relevant to the discipline.

Prerequisites

- (i) degree with substantial experience; or
- (ii) post graduate qualification; or
- (iii) associate diploma with substantial experience; or
- (iv) attained through previous appointments, service and/or study with a combination of experience, expertise and competence sufficient to perform the duties required at this level.

Personal attributes

All Volunteering Victoria staff and volunteers are expected to demonstrate Volunteering Victoria's values which are:

- Collaborative
- Transparent
- Innovative

Other personal attributes

Other personal attributes required to do this job effectively:

- Proactive self-starter with a high degree of self-management
- Willingness to work as part of a team and to share information and expertise
- Professional and efficient approach, with attention to detail

- Ability to undertake multiple tasks at one time
- Ability to work in a changing, complex environment

Key relationships

- Volunteering Victoria staff and volunteers
- Existing members and potential members, especially key volunteer-involving organisations (VIOs) and Volunteering Support Services (VSSs)
- Federal, State and Local Government
- Volunteering Australia, Volunteering Peak Bodies

Link to Award

[MA000100: Social, Community, Home Care and Disability Services Industry Award 2010 \(fwo.gov.au\)](#)