

SYDNEY & HOME

JOB TITLE	Volunteer Coordinator
DATE	13/4/2022
REPORTS TO	Michelle Nancarrow, Operations Manager

JOB DESCRIPTION

Purpose of role

The Volunteer Coordinator role is to manage all SDCH volunteer activities that directly support the day-to-day operations of SDCH.

This position will primarily be responsible for the recruitment, training and management of volunteers to support the Animal Care Team. It will also have oversight and assist with recruitment of volunteers for foster care, reception, transport, events and other special roles as required. This role includes management and implementation of programs that include; community service, corporate volunteering, aged care initiatives, schools, student placements and interns.

Main duties and responsibilities

Core objectives include:

- Managing the recruitment, training, support and retention of volunteers
- Regularly assess the shelter volunteer requirements with the Animal Care Manager and amend as needed
- Coordination and implementation of the on-boarding requirements for all new volunteers and program participants including WH&S requirements
- Maintain the database of volunteer information and skills, matching volunteers to opportunities that suit their skills and availability
- Maintain the volunteer roster schedule and record keeping in Salesforce
- Provide regular communication with volunteers through email, e-newsletters, Facebook, video sessions etc.
- Resolve and manage volunteer queries/issues in a timely, tactful and thoughtful manner
- Manage the scheduling of community programs including invoicing and liaison with volunteers to implement the programs as required
- Delivery of community programs as required
- Supervision and assessment of student placements in collaboration with kennel staff
- Develop a volunteer reward and recognition system

The above list is not exhaustive and the role may change to meet the overall objectives of the company.

Other duties

Fulfil other duties as required by management and other department personnel as requested/required.

PERSON SPECIFICATION

Qualifications	<ul style="list-style-type: none"> • Tertiary degree or relevant qualification
Experience	<ul style="list-style-type: none"> • At least 1 year relevant industry experience in a similar role • Managing people
Knowledge	<ul style="list-style-type: none"> • Understanding of the day-to-day activities in an animal shelter • Work health and safety requirements
Skills & competencies	<ul style="list-style-type: none"> • Customer service focused: committed to providing exceptional customer service across all channels – written, phone and face-to-face. • Communication: the ability to communicate clearly and concisely, varying communication style depending upon the audience. • Attention to detail: excellent attention to detail and written skills when communicating with others, both internally and externally. • Teamwork: ability to work independently and willingness to assist and support others as required. • Time management/organisation: perform administrative duties within portfolio in an efficient and timely manner.
Personal attributes	<ul style="list-style-type: none"> • Professional approach. • Ability to work under pressure. • Organisational and time management skills. • Excellent attention to detail. • Confident manner. • Positive approach to change.
Other	<ul style="list-style-type: none"> • Diplomacy and customer care. • Knowledge in Microsoft Office suite. • Experience with using Salesforce would be advantageous.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.