

# VOLUNTEER MOBILISATION LEAD

## POSITION DESCRIPTION

Position title:	Volunteer Mobilisation Lead
Department:	SBP Journey & Engagement
Reporting to:	Senior Manager SBP Journey
Current Position Holder:	New role
Direct Reports:	No direct reports
Key Relationships	<div>Internal<ul style="list-style-type: none"><li>• Skilled Business Professionals and Corporate Volunteers</li><li>• Program Officers</li><li>• Program Management Office (PMO) Manager</li><li>• Business operations and Volunteer engagement teams</li><li>• Communications Manager</li></ul></div> <div>External<ul style="list-style-type: none"><li>• Corporate partners</li><li>• Community stakeholders</li><li>• Various external service providers</li><li>• Skilled business and corporate volunteers</li></ul></div>

## PURPOSE OF THE ROLE

ABV's work in Australia and internationally is made possible through the engagement of Skilled Business Professionals (SBPs) who share their skills and experience as volunteers in Australia and internationally.

As part of the SBP Engagement & Journey team, the SBP Mobilisation Lead will support SBP's who have been recruited and selected for assignments to get into the field with the tools and resources they need, supports to do their work safely and effectively while on assignment and to deliver outcomes to ABV's partners. This includes SBP's who are traveling overseas or within Australia or volunteering online.

The Mobilisation Lead will work along the SBP journey with responsibility for onboarding and mobilisation processes including travel and visa processes, support and welfare checks for SBPs during their assignment, overseeing assignment reporting, debriefing SBPs at the end of the assignment and celebrating the contribution of SBPs through appropriate recognition.

## THE WAY WE WORK

ABV values collaboration and sharing of technical skills, experience and learning as imperative to the delivery of consistent, quality outcomes across all programs and partnerships.

The following principles guide the way we work together across the team.

### ***Initiative***

We take a strategic lead in working with communities, partners and other stakeholders. We use our initiative to make decisions and drive action.

### ***Innovation***

We are energetic and inquisitive. We are hungry to learn new things, engage with our community and do things differently. We explore innovative ideas and test our assumptions.

## **Implementation**

We deliver with care and attention to detail. Our systems and our way of doing the work hits our KPIs and builds capacity and capability.

## **Impact**

We make a difference in everything we do. We look for ways to amplify our impact. Our monitoring and evaluation systems provide transparency and accountability for communities, funders, partners and stakeholders.

# **KEY RESPONSIBILITIES & ACCOUNTABILITIES**

## **Volunteer Mobilisation**

- Upon recruitment of volunteers for a role, support and coordinate on-boarding and mobilisation processes.
- Ensure all organisational recruitment processes have been completed and the SBP is ready for the assignment.
- Manage all ABV compliance and onboarding including finalising the Volunteer Agreement – Letter of Agreement for each assignment, completing appropriate police and other checks, travel arrangements, visas as required, all required documentation, accommodation and communication requirements.
- Proactively seek continuous improvement for the ABV mobilisation process.

## **Program briefing**

- Assist with the oversight of the Terms of Reference for SBP assignments.
- Oversee the processing of the SBP assignments in readiness for mobilisation.
- Schedule the project briefing for the SBP with the relevant Program staff so that the SBP is fully briefed on the purpose, process and outcome of the project.
- Arrange all documents so that SBP's have easy access to key information while on placement with ABV.

## **Placement Support**

- Provide ongoing support to SBPs on placement in partnership with the relevant program staff.
- Support the monitoring and welfare management of volunteers during their placements, through regular check-ins, troubleshooting, and debriefing.
- Identify any issues and/or additional supports needed for discussion with relevant program staff.
- Escalate issues as required to the Senior Manager or Director of SBP Engagement & Journey.
- Manage incidents that happen while a volunteer is on Assignment and manage the process with the support of the Senior Manager or Director of SBP Engagement & Journey.

## **Reporting**

- Input all data into ABV's systems and ensure that all details are up to date.
- Ensure all reports are completed for each placement by the SBP and ABV staff.
- Review reports to identify any themes or issues that need attention to improve ABV's policy and processes or the experience of SBPs.

## **Debriefing**

- Manage the debriefing process of SBP's on return and co-ordinate all debriefing tasks.
- Support the collection and collation/analysis of feedback and insights from volunteers and partners for reporting on program performance.
- Provide constructive feedback to the SBP team and Program team after each debriefing to support continuous quality improvement.

### **SBP recognition**

- Ensure all SBPs are provided with appropriate recognition of their work with ABV in accordance with ABV Policy and Procedure.

### **Monitoring, Evaluation and Learning**

- Work in compliance with the ABV Monitoring, Evaluation, Learning (MEL) Framework.
- Provide relevant data, analysis and reporting to support ABV's evaluation reporting.

### **Other**

- Any other business requirements as identified by the Senior Manager SBP Journey.

## **SELECTION CRITERIA**

### **Essential Requirements**

- Formal qualifications in a relevant field e.g., community or international development, social work or similar.
- 3 years' experience working with volunteers in a not-for-profit environment.
- Excellent skills in relationship building and volunteer management and a commitment to creating a positive volunteer experience.
- A strong ability to manage multiple logistical requirements across numerous projects to agreed deadlines.
- Excellent interpersonal skills and the ability to connect with people and build trust.
- Attention to detail and commitment to compliance.
- Creative problem-solving skills and demonstrated capacity to respond effectively in an emergency
- Persuasive oral and written communication skills.
- Capacity to work online and competent in use of online collaboration and project management tools.
- Willingness to work flexible hours from time to time to support volunteers in international placements or varying time zones and meet the needs of the business.

### **Desired requirements**

- Experience working cross culturally.
- History of volunteering.