

WOMEN'S AND GIRLS' EMERGENCY CENTRE

Position Description	
Title	Events & Volunteer Program Officer
Grade	SCHADS 4
Status	Full time permanent
Reports to	Director of Fundraising and Communities
Direct reports	Nil
Location	Redfern Office and ad-hoc travel to other sites in Inner West
Date Approved	16 th June, 2022

Organisational Context

The Women's and Girls' Emergency Centre (WAGEC) is a non-government, not-for-profit charitable organisation that delivers a range of crisis and early intervention accommodation and support services to women, children, young people, and families who are experiencing, or at risk of homelessness and/or domestic and family violence.

For over 40 years we have been doing this work across the lands of the Gadigal and Wangal people of the Eora Nation (Sydney's inner city and inner west regions), and working in partnership with community, business, and government stakeholders.

Our Vision

A safe future for women and families.

Our Mission

WAGEC is a not for profit, charity based in inner city Sydney, New South Wales.

We create safe spaces for women and families impacted by the effects of homelessness, domestic and family violence and systemic disadvantage.

We create enduring change in times of crisis through access to safety, housing, and material support.

We work with our communities to advocate social change.

We are trauma-informed and culturally appropriate in our practice.

Our Values

Our values underpin our guiding principles and the way we work. We are:

- Flexible and focused on our clients
- Creative and professional in all our work
- Always respectful and inclusive
- We act with integrity
- We are proactive
- We are compassionate
- We are feminist in our approach

Our approach allows us to think holistically as we work with clients and look beyond the immediate state to future possibilities and collaborations. We believe that a strong work ethic and values are crucial to achieving our vision.

Position Purpose: Events & Volunteer Program Officer

The Events & Volunteer Program Officer is responsible for delivering WAGEC's volunteer program and community events to create mutual benefit for WAGEC's community and clients.

The core responsibilities of this role are:

1. **Volunteer Program:** coordinate WAGEC's volunteer program (50%)
2. **Community Events:** deliver signature WAGEC events that support our community engagement and fundraising activities (30%)
3. **Fundraising and Communities Strategy:** work collaboratively with the Fundraising and Communities team to deliver our strategy (10%)
4. **Administration:** complete fundraising and communities administration tasks in a timely and thorough manner (5%)
5. **Actively contribute to WAGEC's organisational culture** (5%)

Core Position Responsibilities

1. Volunteer Program: coordinate WAGEC's volunteer program (50%)

- Implement a continuous improvement approach informed by feedback, evaluation, and emerging best practice
- Maintain program policy, procedures, and tools
- Coordinate and support volunteer training, support, and engagement throughout their volunteer experience
- Work with Service Managers to coordinate volunteers collecting, transporting and delivering material donations across WAGEC's sites.
- Coordinate corporate/group volunteer activities such as working bee days and material donations drives
- Supervise volunteers to support the delivery of WAGEC's Fundraising & Communities activities
- Work collaboratively with WAGEC staff and stakeholders for mutual benefit
- Document activities and stories and collect data to measure impact
- Champion the role of volunteering within WAGEC including

2. Community Events: deliver signature WAGEC events that support our community engagement and fundraising activities (30%)

- Develop and document event plans in consultation with the Director of Fundraising & Communities
- Provide leadership and project management to ensure events are delivered within scope, intended impact and consistent with WAGEC's values
- Work collaboratively with the Fundraising and Communities team, other staff and volunteers to optimise their inputs, including supervising during events.

- Liaise with stakeholder groups including corporate partners, community supporters, volunteers, community leaders and donors
- Document activities and stories and collect data to measure impact

3. Fundraising and Communities Strategy: work collaboratively with the Fundraising and Communities team to deliver our strategy (10%)

- Support volunteers to work effectively and safely within defined parameters.
- Assist with fundraising, volunteer, events and advocacy campaign activities.
- Assist other WAGEC staff to understand and engage with the work of the Fundraising and Communities team.
- Contribute to the development of strategy

4. Administration: complete fundraising and communities administration tasks in a timely and thorough manner (5%)

- Complete administration tasks required for effective relationship management and delivery of Fundraising & Communities activities.
- Participate in team and organisational meetings.
- Maintain accurate records and reports for all activities.
- Submit timesheets and leave requests on time.
- Apply WAGEC's procedures to daily work.

5. Actively contribute to WAGEC's organisational culture (5%)

- Work in a manner consistent with WAGEC's vision, values, and strategy
- Apply WAGEC's Ethical Stance to ethical dilemmas, managing your professional and personal obligations at work
- Contribute to WAGEC's overall social impact
- Contribute to WAGEC's overall social impact by delivering on role expectations, from time to time performing other duties as requested by the Director Fundraising & Communities and being a proactive team member.

CORE CAPABILITIES: Events & Volunteer Program Officer

1. Community and inter-agency relations

- a) Utilises own community networks to achieve established outcomes
- b) Contributes to staff forums and meetings about key community issues
- c) Works collaboratively with other organisations in formal and informal partnerships to achieve outcomes
- d) Maintains basic awareness of current community issues and knowledge of relevant organisations
- e) Demonstrates commitment to feminist social justice and social inclusion

2. Professionalism

- a) Demonstrates punctuality and meets agreed schedules and timelines
- b) Observes WAGEC's Ethical Stance and seeks assistance with ethical dilemmas, and manages professional boundaries
- c) Takes responsibility for work outcomes and enacts authority as defined in role statement
- d) Demonstrates common sense, and uses established strategies to solve routine problems
- e) Contributes to ideas for improved ways of working

3. Communication

- a) Actively listens to others and passes on relevant information accurately and appropriately
- b) Provides accurate written information using forms, apps and templates appropriate to the task
- c) Speaks politely and explains issues and information clearly to stakeholders and colleagues
- d) Participates actively in staff meetings and shares information to improve work environment and outcomes
- e) Demonstrates active listening and asks appropriate questions when dealing with stakeholders and colleagues

4. Leadership & teamwork

- a) Maintains enthusiasm and understands own role in achieving organisational priorities
- b) Follows work plan and prioritises key tasks
- c) Openly shares information, participates, and contributes to team discussions
- d) Considers the views of others and aims for group cohesion
- e) Values diversity in team and supports colleagues

5. Resources, assets, and sustainability

- a) Supports others' work
- b) Assists with maintenance of financial records and works efficiently to meet established budgets
- c) Makes low-cost purchases and achieves value for money
- d) Take care when using and maintaining equipment and aids
- e) Uses resources appropriately and supports organisation's sustainability protocols

6. Service delivery (client)

- a) Is mindful of organisational practice models, procedures, relevant legislation, and boundaries when working with clients

- b) Maintains awareness of how this role can support client needs
- c) Respects client confidentiality

7. Program management and policy development

- a) Maintains awareness of policies and procedures and applies these to daily work activities
- b) Performs own role and responsibilities efficiently to contribute to program and project outcomes
- c) Supports program and project team members to achieve defined outcomes
- d) Records relevant data for contract administration
- e) Records complaints and assists with reviewing feedback on program outcomes

8. Change and responsiveness

- a) Maintains a positive approach to change and adapts to new or different ways of working
- b) Takes advantage of opportunities for learning and growing skills
- c) Identify opportunities to do things better, develops ideas with others and assists with the implementation of routine changes
- d) Uses technology and software applications effectively in accordance with task requirements
- e) Prepares own development plan in consultation with supervisors

9. Governance & compliance

- a) Achieves targets in work plans and understands links with strategic goals
- b) Ensures that own work meets the organisations' quality requirements
- c) Ensures that risks are identified and reported in own work context
- d) Ensures safety of self and others in work environment
- e) Is aware of relevant legislation and licensing requirements and ensures compliance in work practices

PERSONAL ATTRIBUTES

Hopeful	you are inspired by WAGEC's vision and believe you can contribute to it.
Intersectional feminist lens	you apply an intersectional feminist analysis to understand how systems of power, privilege, and oppression impact you and WAGEC's work.
Emotional intelligence	you use your self-awareness and social awareness to create mutually beneficial relationships and safe ways of working
Client outcome focused	you prioritise achieving the best possible outcomes with clients through your Fundraising and Communities work
Focused	you set clear goals and pathways to achieve them and share them transparently
Perseverance	you use creativity and flexibility to achieve outcomes despite obstacles and competing priorities
Leadership	you seek to be a positive influence on others
Collaboration	you seek to create relationships of trust and mutual benefit
Ethical	you take thoughtful action, take responsibility for your impact, and encourage this in others.

Required experience, qualifications, competencies

Behavioural	Technical Knowledge	Work Experience
<ul style="list-style-type: none"> • Nurture mutually beneficial relationships • Excellent communicator • Attention to detail • Ability to prioritise competing tasks • Practical and solution-focussed approach • Flexible and adaptive • Critical thinker • Self-directed • Sensitive to the experiences of women and children affected by homelessness and domestic and family violence. 	<ul style="list-style-type: none"> • Volunteer programs • Corporate volunteering • Stakeholder and partnerships relationships • Community & fundraising event planning • Training design • Project management • General computer literacy • Workplace health and safety policies 	<ul style="list-style-type: none"> • Experience working in programs delivering volunteer, fundraising and /or events • Experience working in a community, charity, not for profit work settings
		Physical
		<ul style="list-style-type: none"> • May be required to lift moderately heavy items occasionally.
		Legal
		<ul style="list-style-type: none"> • Current Working with Children Check • Current NSW Drivers Licence • Complete a National criminal record check**

**If you have a criminal record, please discuss the details with us confidentially.
A criminal record may not exclude you from applying for this role**

Employee Signature: _____

Date: _____

Manager's Signature: _____

Date: _____

WAGEC is committed to creating an inclusive and diverse staff team.

If you think you have what it takes to do this role, but you don't meet our selection criteria, please get in touch anyway to discuss your situation.

We recognise that sometimes the right person for a job is based in personal qualities and not just qualifications.

HOW TO APPLY:

- 1) Read the position description available and check out our range of work at www.wagec.org.au
- 2) If you have any questions, please call/email us before making an application
- 3) Send us your application which should contain:
 - Your 2-3-page CV, and
 - A 2-page cover letter telling us why you think you are the best person to fill this role and what characteristics you will bring to the WAGEC team.
- 4) Applications should be emailed to recruitment@wagec.org.au
- 5) We will be reviewing applications and interviewing on a rolling basis until the position is filled.

For further information: Meredith Turnbull, WAGEC Recruitment Consultant,
Phone: 0437 880 010 Email: recruitment@wagec.org.au