

MIGRANT INFORMATION CENTRE (EASTERN MELBOURNE)

Position Description

Position:	Volunteer Coordinator (Part time) (22.5hours per week) SCHADS Level 4
Employer:	Migrant Information Centre (Eastern Melbourne) (MIC)
Reports to:	Community Programs Coordinator
Location:	Suite 2, 27 Bank Street, Box Hill 3128
Contact person:	Mei Hui (Manager Aged and Disability Services)
Closing Date:	14 November 2024
Send Application To:	ceo@miceastmelb.com.au

In your application please write your claims against each of the selection criteria

1. Summary of position

The Volunteer Coordinator supports the work of the Migrant Information Centre (Eastern Melbourne) (MIC) by promoting, recruiting, training, and supporting individuals to undertake voluntary work for the organisation. This role encompasses two main components: coordination of the Aged Care Volunteer Visitors Scheme (ACVVS) Program and the coordination of volunteers across other MIC programs, including the Settlement Engagement and Transition Support (SETS) program.

The ACVVS program, funded by the Australian Government Department of Health and Aging, supports older people by matching volunteer visitors to provide friendship and companionship to those who are socially isolated and recipients of government-funded residential aged care or home care packages. MIC's ACVVS program specifically assists older people from refugee and migrant backgrounds. The Volunteer Coordinator is responsible for recruiting, matching, and managing volunteers for this program and overseeing its day-to-day operations, including reporting and monitoring key performance indicators. The Coordinator also represents MIC in the Diversity, Complex Vulnerability and Cultural Advisory Reference Group for the ACVVS.

Additionally, the Volunteer Coordinator is responsible for recruiting and managing volunteers across the MIC, promoting volunteer opportunities, onboarding, training, and matching volunteers with appropriate roles and programs, including administration and SETS program tasks.

2. Background

Migrant Information Centre (Eastern Melbourne) provides support to people from culturally and linguistically diverse backgrounds residing in the eastern suburbs of Melbourne. The region covers the Local Government Areas of Boroondara, Whitehorse, Manningham, Maroondah, Knox, Yarra Ranges and Monash. MIC is managed through a Board of Directors.

MIC's objectives include:

- provide poverty support and emergency relief programs to CALD families and individuals.
- to deliver post arrival services relevant to new migrants and refugees in the Eastern Region, as to ensure effective local settlement and orientation.
- enhance direct provision of settlement services to migrants in the Eastern Melbourne Region (the region);
- provide a primary focus for settlement planning, coordination and delivery in the region, with the objective of ensuring effective and culturally sensitive service provision to CALD individuals, families and communities by mainstream agencies.
- enhance existing links with and between a range of service providing agencies in the region.
- identify service gaps and/or shortfalls in relation to individuals and families from CALD backgrounds by mainstream agencies within the region and to provide advice and assistance related to appropriate service delivery in the development of new, alternative or additional services for people from CALD backgrounds to bridge gaps and shortfalls.
- assess duplication of service within all areas of migrant settlement and to facilitate an effective network grid for the minimisation of duplicate services;
- provide support and assistance to CALD community leaders and groups in the region, including auspicing groups where appropriate to undertake activities that reflect the values and objects of the MIC, where they do not have the means to apply for funding or facilitate activities on their own.
- investigate technology-based solutions for the provision of information on services available within the region to the wider community; and
- carry on any other activity which in the opinion of the majority of the Board of Directors would comprise the spirit and intent of the Board.

MIC has a strong commitment to ensuring that all children and young people accessing the MIC are safe, listened to and protected and that all Child Safe Standards are reflected in our day-to-day work practices.

3. Key Duties

- Promoting volunteer opportunities to the local community, including attending network meetings. Undertake extensive marketing and promotional work (social media, presentations to diverse cultural groups, stalls at festivals and markets and range of other activities.
- Recruiting, on-boarding and training of volunteers (ensuring all the data and compliance are managed in Human Resources Integrated System (HRIS- Employment Hero)
- Matching volunteers to older people seeking a visitor through the ACVVS program, including conducting introductory visits with the volunteer and older person
- Receiving and managing referrals of older people into the ACVVS program
- Monitoring the work of the volunteers across the organisation, including monthly check-ins with volunteers who participate in the ACVVS program to record the number of visits conducted
- Regular communication with the older people in the ACVVS program and/or their carer/nominated representative who are engaged with the program to ensure that they are satisfied with their volunteer visitor experience and to address any concerns
- Regular reporting to funding bodies on the work of volunteers across the organisation
- Supporting the administration team to recruit volunteers to enhance communication, IT and operational duties.
- Assist the strategic projects team and the settlement workers to recruit volunteers to support community engagement work.
- Attending the Diversity, Complex Vulnerability and Cultural Advisory Reference Group and providing consultation and advice at other times, as requested
- Attending network meetings and communities of practice as required

4. Key Selection Criteria

Essential

- Experience in managing volunteers, including undertaking recruitment and onboarding procedures and providing ongoing support and training to volunteers
- An understanding of diversity issues as they relate to individuals and their engagement with community, government and health services
- Experience in program management in a community service setting, including creating and working to timelines, workplans and meeting key performance indicators
- Excellent interpersonal skills and demonstrated experience in delivering client focused services
- Demonstrated experience in working collaboratively with a range of service providers in the community sector with a specific focus on aged care and settlement support services
- Highly developed written and verbal communication skills
- An ability to work in a fast-paced environment, managing multiple requests for volunteers each month and meeting performance targets
- Excellent computer and administrative skills
- Demonstrated ability to apply a practical solution-focused approach to problem solving

- Current driver's licence

Desirable

- Experience in working in the community sector in a direct service provision role supporting people from diverse backgrounds.
- Knowledge and experience in working in Aged Care services in Victoria, including experience working with My Aged Care and knowledge of the Strengthened Aged Care Quality Standards November 2023.
- Tertiary qualification in Social Work, Community Services, Community Welfare or other relevant discipline
- Ability to speak a language other than English

5. Position dimensions

- All offers of employment at the MIC are subject to a three-month probationary period and a satisfactory police check, working with children's check and only open to those who have had at least two doses of COVID-19 vaccination prior to commencement of employment
- The A&S Program is currently funded at MIC to June 30th 2026
- This position reports to the Manager Aged and Disability Service
- All MIC staff work in co-operation with other staff and volunteers of the MIC

To apply for the position, please address all Key Selection Criteria and send this, along with your resume and two professional referees to ceo@miceastmelb.com.au by 11.59pm on 14 November 2024

For more information about the position please ring Mei Hui at Migrant Information Centre (Eastern Melbourne) - 0392854888