

Position Description	Volunteer Manager
Date	May, 2026
Reporting Structure	Reports to the Service Delivery Manager (SDM)
FTE	0.6 FTE (3 days per week) Tuesday all staff day
Location	Hybrid <ul style="list-style-type: none"> • Home Office • 380 Latrobe St Melbourne (Prison Network Office) • 108 Mailing Road, Canterbury (New Leash Office) • Dame Phyllis Frost Centre • Tarrengower Prison

PRISON NETWORK'S CORE DISTINCTIVES

Vision

Our vision is for dignity, hope and purpose for women in and beyond prison.

Purpose

To journey with women in and beyond prison, providing the support and courage they need to navigate positive pathways and create change.

Core Values

We start with acceptance

We engage unconditionally

We make connections that transition from the inside to the outside

We value family and community ties

We fill the gaps

We are here while you need us

We are driven by our faith

POSITION PURPOSE

The Volunteer Manager is responsible for the end-to-end coordination, development and oversight of the volunteer program, ensuring volunteers are well recruited, trained, supported and safely engaged across all programs.

This is a hands-on role that balances people leadership, operational coordination, and compliance, enabling volunteers to confidently and effectively support women both inside and outside prison.

POSITION DUTIES AND RESPONSIBILITIES

Volunteer Recruitment and Engagement

- Identify and pursue volunteer recruitment opportunities
- Manage and respond to all volunteer enquiries
- Conduct interviews, reference checks and selection processes
- Match volunteers to appropriate roles
- Develop strategies to attract and retain volunteers
- Maintain strong volunteer relationships

Volunteer Coordination and Supervision

- Ensure volunteers have clear roles, position descriptions and feel supported
- Coordinate and communicate volunteer allocation and rosters

- Monitor engagement and follow up inactive volunteers
- Provide coaching, check-ins and debriefing
- Manage performance concerns and misconduct
- Be the first port of call for volunteers and provide support when needed

Volunteer Training and Induction

- Deliver volunteer induction and orientation and ensure volunteers are clear on their roles and responsibilities and comply with standards in the Prison Network Volunteer Handbook, including the Prison Network Code of Conduct in accordance with organisational standards
- Ensure training in policies, trauma-informed practice, child safe and program requirements
- Coordinate regular volunteer training
- Develop and update training materials
- Facilitate annual training events
- Provide bi-monthly updates via Pulse Newsletter that seeks to connect, communicate with and equip volunteers

Program Support and Operations

- Design, coordinate and plan key activities and events
- Coordinate volunteer rosters and schedules
- Attend programs regularly to support and assess volunteers
- Support succession planning for volunteer leaders
- Contribute to reporting requirements

Compliance and Child Safety

- Ensure Police Checks and Working with Children Checks are current
- Oversee safe recruitment practices
- Coordinate Child Safe training
- Manage incidents and reporting
- Maintain accurate and confidential records

Systems and Continuous Improvement

- Maintain and improve volunteer systems and processes
- Update documentation and resources
- Identify opportunities to improve volunteer experience

GENERAL DUTIES

- Work collaboratively with the Prison Network team towards shared vision
- Attend Staff and team meetings (when required)
- Attend Board meetings (when and if required)
- Attend Prison Network events as required (ie. fundraising events)

Key Selection Criteria

Essential

- Demonstrated experience in coordinating, managing, or supporting volunteers, including recruitment, screening, onboarding, training, and retention.
- Strong ability to build and maintain positive, respectful working relationships with volunteers, staff, and external stakeholders.
- Excellent written and verbal communication skills, with the ability to communicate clearly, sensitively, and professionally across diverse audiences.
- Well-developed organisational and time-management skills, with the ability to prioritise tasks, manage competing demands, and maintain accurate records.
- Sound judgement and problem-solving skills, including the ability to respond appropriately to issues, performance concerns, incidents, and risk.

- Demonstrated understanding of, or commitment to learning, trauma-informed practice and working with vulnerable people.
- Ability to work collaboratively as part of a team and independently with minimal supervision.
- Strong computer literacy, including the use of databases, email, and document management systems.
- Willingness and ability to work within prison environments, adhering to strict policies, procedures, and safety requirements.
- Commitment to Prison Network's vision, purpose, values, and Christian ethos.

Desirable

- Experience working in the justice, corrections, community services, or not-for-profit sector.
- Experience developing and delivering training programs for volunteers or staff.
- Knowledge of child safety standards, safe recruitment practices, and compliance obligations.
- Experience using Salesforce or similar customer/volunteer relationship management systems.
- Experience supporting or leading volunteer leaders or peer facilitators.
- Understanding of faith-based organisations and values-driven service delivery.

PERSONAL ATTRIBUTES

- Warm, relational, and approachable with a genuine care for people.
- Non-judgmental attitude and respect for the dignity and lived experience of women in and beyond prison.
- High levels of integrity, professionalism, and accountability.
- Calm, resilient, and able to work effectively under pressure.
- Proactive, solutions-focused, and able to adapt to changing circumstances.
- Emotionally intelligent, self-aware, and able to maintain appropriate boundaries.
- Passionate about supporting vulnerable women and creating safe, supportive environments.
- Team-oriented with the ability to positively influence others to achieve shared goals.

GOVERNMENT COMPLIANCE

- National Police Records Check (conducted upon employment)
- Working with Children Check (conducted upon employment)