

POSITION DESCRIPTION

<u>Position Title:</u>	Community Support Coordinator
<u>Classification:</u>	Social and Community Services Employee – Level 3
<u>Department/Program:</u>	Community Support
<u>Report to:</u>	Team Leader, Community Support
<u>Location:</u>	The role is primarily based at Level 1, 2-6 Railway Parade, Camberwell. The position may require the coordinator to work across metropolitan Melbourne.
<u>Issued:</u>	May 2026

POSITION OBJECTIVE

Inclusion Melbourne has a long tradition of successfully matching volunteers with the people we support to foster friendship, community connection, reduce isolation and opportunities for learning and skill development. Volunteers make a meaningful difference by sharing their time, skills, and experiences.

Inclusion Melbourne's Community Support Team is responsible for fostering volunteer relationships by facilitating matches between volunteers and with people at risk of social isolation. In addition to this the Community Support Team assists the organisation, by working collaboratively to recruit volunteers to provide support in the classroom and other operational settings. The advertised position of Community Support Coordinator works primarily within the Aged Care Volunteer Visitors Scheme (ACVVS).

The primary objectives of the Community Support Coordinator position are to:

- Recruit, train and support volunteers to visit older people living within an aged care facility or their own home. These volunteers are recruited to provide friendship and companionship to recipients who experience social isolation and loneliness. The aim is to foster a meaningful connection and improve their quality of life.
 - Offer the opportunity for recipients to access the community and make informed choices to reduce social and geographical isolation.
 - Support the engagement and management of volunteers across the Community support team, as required
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Our Values

Integrity

"To consistently act on sound moral principles"

We will act with integrity by:

- Being respectful
- Doing what we say we'll do and being open about how we do it
- Being honest about what we can and cannot achieve
- Acting in a manner that is deserving of your trust
- Having skilled, competent and professional employees

Potential

"The inherent ability or capacity for growth"

We will see the potential of all persons by:

- Believing that everyone has the potential to keep achieving more
- Ensuring that everyone has equal opportunities for development
- Understanding that overcoming obstacles is a necessary part of the journey to success

Individuality

"A single person regarded as a unique personality, distinguished from others by special qualities"

We will embrace individuality by:

- Acknowledging uniqueness and accepting differences in a non-judgemental manner
- Using a person-centred approach to meet the unique needs of each person
- Supporting people to make choices that build the lives they want
- Working with people in unique and personalised ways
- Respecting individual and family customs, practices, beliefs, traditions and heritage

Relationships

"A significant connection existing between people and communities"

We will foster relationships by:

- Being honest with each other
- Supporting and encouraging each other
- Connecting people with their community and nurturing new relationships
- Working together to solve problems
- Listening to each other to achieve mutual understanding
- Strongly believing that together people create better lives

KEY RESULT AREA – Recruiting, inducting and on-boarding volunteers

Key Responsibilities	Duties
<p>Manage the recruitment, induction and on-boarding of volunteers in accordance with relevant documentation, policies and procedures and the 2024 National Standards for Involving Volunteers in Not-for profits.</p>	<ul style="list-style-type: none"> • Actively recruit volunteers through advertising, community engagement, networking, educational facilities, online platforms, and other innovative recruitment strategies. • Review and refresh volunteer advertisements, and recruitment activities on a regular basis. • Manage volunteer enquiries, applications, screening, interviews, and recruitment processes in accordance with Inclusion Melbourne policies, procedures, and relevant standards. • Develop and implement targeted recruitment strategies to attract suitable volunteers for program needs. • Coordinate volunteer onboarding, including documentation, inductions, system access, mandatory training, and provision of relevant resources and information. • Train and support volunteers to undertake ACVVS visits, including facilitating appropriate volunteer and recipient matching and introductions. • Maintain accurate and up-to-date records of volunteer recruitment, onboarding, and mandatory training within relevant databases and systems.

KEY RESULT AREA – Managing and Supervising Volunteers

Key Responsibilities	Duties
<p>Manage and supervise volunteers to ensure best practice outcomes.</p>	<ul style="list-style-type: none"> • Coordinate and maintain effective volunteer management, reporting, and record-keeping systems for ACVVS and other programs. • Support, supervise, and regularly communicate with volunteers to promote engagement, retention, role satisfaction, and understanding of responsibilities, policies, procedures, and reporting requirements. • Monitor volunteer probationary periods, reviews, activity reporting, compliance checks, and volunteer exits, ensuring accurate documentation and timely follow-up. • Collaborate with team members and stakeholders to address volunteer-related matters in a calm, timely, and thoughtful manner, and ensure volunteers are appropriately recognised and valued. • Support volunteer training, development, engagement surveys, and continuous improvement initiatives across programs.

KEY RESULT AREA – Attracting and On-Boarding Recipients to ACVVS

Key Responsibilities	Duties
<p>Manage the ACVVS referral, onboarding, and matching process in accordance with Department of Health and Aged Care ACVVS Guidelines.</p>	<ul style="list-style-type: none"> • Respond to ACVVS enquiries and provide information and support to older people, families, carers, and aged care providers. • Develop and maintain positive relationships with aged care providers and promote the purpose and value of the ACVVS program. • Coordinate recipient referrals, assessments, onboarding, matching, and record-keeping processes. • Match recipients with volunteers based on compatibility, interests, geographic proximity, and individual preferences. • Facilitate introductions and provide ongoing support to matched pairs to encourage meaningful and sustainable friendships.

KEY RESULT AREA – Monitoring, Supervising and Supporting Matches

Key Responsibilities	Duties
<p>Monitor, supervise and support matches to ensure that appropriate matches and requirements are maintained.</p>	<ul style="list-style-type: none"> • Provide ongoing support to the ACVVS participant and their volunteer. Where required negotiate issues and provide necessary guidance. • Support ongoing training opportunities for volunteers, ensuring they have access to best practice. • Monitor the need for older persons and their volunteers to access Inclusion Melbourne’s Public Liability Insurance and Personal Accident Insurance as required. • Ensure monthly contact with volunteers via phone calls, emails, text messages or face-to-face meetings. • Maintain regular contact with older persons and/or their families and carers via phone calls, emails, text messages or face-to-face meetings, as required. • Maintain stringent recording of database/s for safety screening check renewals. Feedback/case noting, complaints and incidents in line with policies and procedures. • Monitor and manage feedback, complaints and incidents according to Inclusion Melbourne policies and procedures. • Other tasks as directed by the Team Leader Community Support.

Key Result Area – Administration, Reporting and Data Collection

Key Responsibilities	Duties
<p>Manage all relevant administration, reporting and data collection professionally, accurately and efficiently.</p>	<ul style="list-style-type: none"> • Maintain ACCVS Metrics to identify trends and for reporting purposes.

	<ul style="list-style-type: none"> • Ensure, timely and accurate reporting of all statistical reports, collection of stakeholder feedback, satisfaction surveys and other reports as necessary. • Maintain notes, files and information in databases and spreadsheets in accordance with agreed procedures. • Collect feedback on volunteer activity each month • Maintain accurate records and databases, including notes, Outlook contacts, files, information, databases and spreadsheets in accordance with organisational policy.
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Key Result Area – Organisation, Customer Service & Our Team

Key Responsibilities	Duties
Values of Inclusion Melbourne are incorporated into daily work practices.	<ul style="list-style-type: none"> • Demonstrates and upholds IM Values
Excellent customer service to all stakeholders.	<ul style="list-style-type: none"> • Customer Service (internal & external) skills are demonstrated in all interactions.
Positive customer feedback.	<ul style="list-style-type: none"> • Support key business functions of the organisation ensuring a positive public image of Inclusion Melbourne is presented.
All communications are positive and effective.	<ul style="list-style-type: none"> • Ensure effective communications with all stakeholders. • Commitment to open communication.
Staff engagement	<ul style="list-style-type: none"> • Utilise skills and experience to complete the role effectively. • Show initiative by engaging in work proactively and across the organisation.
Teamwork	<ul style="list-style-type: none"> • Attends and participates in team meetings. • Contributes to the development of Community Support teams, practice and policy materials. • Ensures that communications are positive and effective. • Sets and keeps high standards of teamwork. • Openly supports and respects diversity within the team. • Works with team members to assist in planning and in achievement of the Community Support team's timeline, goals and outcomes. • Proactively supports other members within the team.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Team Leader, Community Support
Supervision:	Volunteers
Internal Liaisons:	Community Support staff Direct Support staff Administration and Finance staff Policy, Research and Advocacy staff Inclusion Training staff
External Liaisons:	Residential Aged care Providers Home Care Package Providers Members of the public Department of Health and Aged care Victorian ACCVS Coordinator

ACCOUNTABILITY, EXTENT OF AUTHORITY, JUDGEMENT & DECISION MAKING

In order to achieve the duties and responsibilities of the position, the Community Support Coordinator is expected to:

- Exercises sound judgement, evaluates procedures and guidelines and acts in accordance with these.
- Maintains the quality, timeliness and accuracy of work.
- Undertakes a variety of tasks of under direction.
- Maintains respectful relationships when engaging with external and internal stakeholders.
- Uses initiative to identify and/or predict when issues may arise and bring them to the attention of the Team Leader, Community Support.
- Act with discretion and uphold the confidentiality of participants and volunteers.

KEY SELECTION CRITERIA

Selection Criteria will be used to form the basis of the interview questions.

Essential

- Evidence a genuine interest in, and commitment to Inclusion Melbourne's vision, mission and values of integrity, potential, individuality and relationships and the organisations strategic directions
- Previous experience in the provision of services to the older persons.
- Previous experience in recruitment, management, coordination, and retention of volunteers or staff, preferably within the not for profit sector.
- Well-developed interpersonal skills, including effective stakeholder engagement skills and ability to develop and maintain relationships.
- Well-developed written and verbal communication skills.
- Proficiency with information data base management and Microsoft Office programs.
- Experience in community development, community engagement and workplace training highly regarded.
- Proven team-work skills and the ability to work collaboratively or to undertake independent activities where necessary.
- Ability to undertake administrative duties associated with case management, database maintenance and regular reporting.
- A current Victorian driver's licence.

Desirable

- Experience in working on the Aged Care Volunteer Visitors Scheme (ACVVS).
- Relevant tertiary qualification or equivalent experience in the community services field.
- Demonstrated success in working effectively with a diverse range of people, including families from CALD (culturally and linguistically diverse) backgrounds.
- Ability to contribute to the develop and delivery of workplace training.

NDIS Worker Screening Check

It is a condition of your engagement with Inclusion Melbourne that your employment is subject to clearance through the NDIS Worker Screening Check. It is mandatory for incumbents of risk-assessed roles to have full clearance prior to commencing with Inclusion Melbourne.

Equal Opportunity & Diversity

All appointments will be made in conformance with the spirit and intent of the Equal Opportunity and Anti-Discrimination legislation. Inclusion Melbourne is committed to maintaining a diverse workforce that reflects the needs of the people we support. Inclusion Melbourne is an equal opportunity employer and encourages applications from people with a disability, and from culturally and linguistically diverse backgrounds including Aboriginal and Torres Strait Islanders, and the LGBTIQ community.

Employee Declaration

I have read, understand and accept this position description, and agree to fulfil the requirements of this role to the best of my ability. I understand that the position description may be modified from time to time to suit organisational requirements.

I agree to notify my supervisor immediately of any change in my capacity to meet the requirements. I also agree to inform my supervisor if any of the following requirements change:

- Driver license status (if applicable)
- NDIS worker screening check
- Compliance with Inclusion Melbourne's Vaccination Policy
- The capacity to fulfil the inherent requirements of the role

Employee's Name:

Employee's Signature

Date: / /