

# Team Leader ACVVS Position Description

<b>Position Title</b>	Team Leader ACVVS
<b>Position Reports To</b>	Operations Manager
<b>Department</b>	Aged Care Volunteer Visitors Scheme
<b>Award</b>	SCHADS Award

## Position Summary

The Team Leader Aged Care Volunteer Visitor Scheme (ACVVS) is responsible for leading and supporting Elder Rights Australia's (ERA) ACVVS. This role provides day-to-day guidance and practice support to Volunteer Visitor Program Officers (VVPO) to ensure consistent, high-quality delivery across all contracted regions and ensure program activities meet contractual and reporting requirements.

The Team Leader ACVVS supports and coordinates the recruitment, onboarding, training and ongoing support of volunteers, ensuring each volunteer feels valued, included, and confident in their role.

ERA's ACVVS program focuses on connecting older people accessing Support at Home or living in residential aged care with volunteers who provide friendship, companionship, and social connection.

The role supports a flexible, multi-region service delivery model and includes responsibility for contributing to Key Performance Indicators (KPIs) through managing an allocated caseload, alongside supporting coordination of program delivery across regions in line with demand and operational requirements.

This role works collaboratively with colleagues across the ERA team to ensure a coordinated, person-centred response that upholds the rights and preferences of all older people, including those from Aboriginal communities, culturally and linguistically diverse backgrounds, LGBTIQ+ communities, and others with diverse lived experiences.

The role may require travel across relevant contracted regions to support service delivery and community engagement, which may involve overnight stays.

## Values

We are guided by the core values of **Respect, Empowerment, Integrity, Inclusiveness, and Excellence** in all our interactions. These values underpin our work and shape the way we engage with older people, their families, communities, and each other. All members of our workforce are expected to uphold and embody these values in every aspect of their work.

We acknowledge the traditional owners of the lands on which we work and recognise that it always has been, and always will be, Aboriginal Land and pay our respects to leaders and Elders past and present.

## Key Responsibilities

### 1. Volunteer Recruitment, Onboarding, Induction and Support

- Oversee the implementation of volunteer recruitment approaches that engage and reflect the diversity of older people in line with program requirements.
- Ensure recruitment practices promote cultural safety, psychological safety, and accessibility, encouraging participation from people of all backgrounds and life experiences.
- Support the onboarding of all volunteers, ensuring each person receives a warm, inclusive welcome to ERA and understands the organisation's purpose, values, and program.
- Ensure all volunteers complete induction in a timely and supportive way, with opportunities to ask questions and feel confident in their role before commencing visits.
- Tailor induction content and delivery to suit the needs, learning styles, and experiences of different volunteer groups, ensuring accessibility and cultural safety.
- Contribute to the ongoing review and improvement of induction program using feedback from volunteers and the older people they support, to ensure relevance and continuous improvement.
- Ensure ongoing volunteer support and guidance through regular communication, access to the ACVVS Volunteer Handbook, and opportunities for connection, reflection, and growth.
- Foster a culture of recognition and appreciation, ensuring volunteers are valued and celebrated through one-to-one feedback, social media features, and events such as National Volunteer Week.

### 2. Program Delivery and KPI Contribution

- Deliver ACVVS KPIs through managing an allocated caseload matches in line with program requirements.
- Maintain an active caseload, including volunteer recruitment, matching, and ongoing support to older people and volunteers.
- Deliver program activities in line with ERA's service model, funding requirements, and best practice standards.
- Monitor individual workload and progress against KPIs, ensuring activities are completed within required timeframes.
- Identify and escalate risks to KPI delivery, including challenges in volunteer recruitment and matching.
- Balance individual caseload responsibilities with coordination and team support functions to ensure consistent service delivery across regions.

- Work flexibly across multiple regions, responding to program demand and operational requirements.

### 3. Program Administration and Reporting

- Complete all reporting and accountability requirements for ACVVS accurately and on time, in line with the funding agreement and program guidelines.
- Record all required information in Salesforce within 24 hours of meetings, visits, or presentations to maintain accurate and up-to-date program data.
- Ensure information is handled respectfully and securely, maintaining privacy, confidentiality, and cultural sensitivity.
- Maintain accurate and compliant record keeping for all ACVVS volunteers and program activities, including personal details, required vaccinations, and records of induction, orientation, training, and ongoing support.
- Monitor own administrative tasks and data quality to ensure accuracy, completeness, and compliance.
- Identify and escalate administrative or data issues that may impact reporting accuracy or program compliance.
- Work collaboratively with team members and management to support reporting requirements, including contributing to program reporting and audits.
- Contribute to continuous improvement of administrative processes and data management practices.

### 4. Stakeholder Engagement and Promotion

- Build and maintain positive relationships with key stakeholders to support the delivery of the ACVVS program.
- Participate in meetings, networks and community forums to promote the program and strengthen collaboration with stakeholders.
- Develop and maintain connections with aged care providers and community organisations to support referrals and increase access to the program.
- Promote programs and services through culturally safe, inclusive, and accessible communication, ensuring engagement reflects the diversity of the communities ERA supports.
- Contribute to local promotion and engagement activities, including presentations and community events to raise awareness of the ACVVS program.
- Support communication and engagement activities in collaboration with internal teams, ensuring information is accurate, respectful, and aligned with ERA's values.

### 5. Team Support and Coordination

- Provide day-to-day leadership, supervision, and support to WVPOs to ensure consistent and effective service delivery.

## Team Leader ACVVS Position Description

- Manage the performance of team members, including setting expectations, providing regular feedback, and addressing performance concerns in line with ERA policies and procedures.
- Support team members to manage workload, prioritise tasks, and meet program requirements, including KPI expectations.
- Conduct regular check-ins, probation reviews, and performance development discussions in collaboration with the Operations Manager and Human Resources.
- Support the onboarding of new team members, including induction, training, and ongoing support to assist them in settling into their role.
- Assist team members with problem-solving and addressing operational challenges that arise in program delivery.
- Support implementation of changes to service delivery models and processes, assisting team members in adapting to new ways of working.
- Promote a collaborative, respectful, and inclusive team environment aligned with ERA's values and commitment to a psychologically safe workplace.
- Monitor team workload distribution and escalate resourcing or capacity concerns to the Operations Manager.
- Hold regular, structured support meetings with team members to discuss wellbeing, workload, and professional development, ensuring a written Employment Hero record of each meeting is maintained.
- In line with policies and procedures, support the ongoing training and professional development of WVPOs to ensure they are confident and capable of carrying out their roles.

### 6. Other

- Participate in regular team and organisational meetings as required including in person meetings.
- Undertake other tasks or responsibilities, as reasonably required, that align with the purpose, scope and cultural values of the role.

### Key Stakeholder Relationships

- Internal – All ERA team members.
- External – Volunteers, ACVVS providers, aged care providers, community organisations, local, state and federal government, CALD communities, volunteer networks, ACVVS Community of Practice meetings.

### Direct Reports

- WVPO

### Experience and Knowledge

- Demonstrated experience in supervising or leading a team, including providing day-to-day guidance, support, and performance management.
- Proven experience in volunteer coordination or program management, including recruitment, training, and support of volunteers across diverse communities.
- Strong understanding of the aged care sector and the issues affecting older people, including the importance of social connection, inclusion, and wellbeing.
- Demonstrated knowledge of culturally safe and inclusive practices, including experience working respectfully with Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, and people with disability.
- Experience developing and maintaining relationships with community organisations, aged care providers, and other stakeholders to support program delivery.
- Experience completing program administration and reporting requirements accurately and on time, including maintaining data and records in line with program requirements.
- Knowledge of volunteer management principles, including best practice in onboarding, induction, recognition, and retention strategies.
- Understanding of trauma-aware and psychologically safe practices, and the ability to create supportive environments where volunteers feel valued, respected, and heard.
- Experience in delivering training, presentations, or community engagement activities, using inclusive and accessible communication methods.
- Demonstrated ability to manage an individual workload while supporting team delivery in a dynamic environment.
- Demonstrated ability to manage multiple priorities and maintain attention to detail in a dynamic environment.
- Commitment to continuous improvement, reflective practice, and ERA's values of Respect, Empowerment, Integrity, Inclusiveness, and Excellence.
- Experience working with diverse communities, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, and people with disability, using culturally safe and inclusive approaches.

### Skills

- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint).
- Experience with Salesforce Customer Relationship Management, (CRM), software, desirable.

- Highly developed communication skills with the ability to deal and work effectively with a wide range of internal and external stakeholders.
- Strong ability to prioritise, manage competing demands, and coordinate workload and program activities or projects while maintaining attention to detail.
- Demonstrates understanding of, and respect for, diverse cultural perspectives and practices, ensuring all education and communication is culturally safe.
- Uses sound judgment and evidence-based decision making to identify issues, assess risks, and find practical, client-focused solutions.
- Demonstrated ability to guide, develop, and motivate team members through encouragement, constructive feedback, and reflective practice.
- Demonstrates self-awareness, empathy, and resilience; responds calmly and respectfully in challenging situations.
- Open to feedback and committed to learning, growth, and improving processes to enhance service delivery and staff wellbeing.
- Strong organisational and time management skills, with the ability to balance competing priorities and meet deadlines while maintaining quality and accuracy.
- Ability to build positive relationships with team members, managers, and external stakeholders.
- Highly developed problem-solving and decision-making skills, with the ability to respond calmly, ethically, and effectively to emerging challenges.
- Adaptability and resilience, supporting ERA's remote and flexible work environment with a solution-focused approach.
- Ability to apply funding, reporting, and compliance requirements in day-to-day work to ensure accuracy and accountability.

### Conflict of Interest

Our work often involves advocating on behalf of older people and/or their representatives in matters involving aged care services. We are committed to ensuring high standards of care and work constructively with service providers to support positive outcomes. To maintain trust, transparency, and independence in our advocacy, all team members are required to uphold a strong commitment to managing potential or perceived conflicts of interest. This includes not representing or acting on behalf of any aged care service provider in any capacity during their employment with ERA.

### Requirements

- A minimum of two (2) years' experience in similar role.
- At least three (3) – five (5) years' experience working in the not-for-profit, health, aged care, or human services sectors, essential.
- Current National Police Check and Vulnerable Persons Check.

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## Version Control

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