



## Position Description

### Volunteer Coordinator

This position description outlines the role purpose, key responsibilities, values and skills required to successfully perform in your role.

<b>Status:</b> Permanent; full-time or 4 days a week	<b>Location:</b> Brisbane / Sydney
<b>Reports to:</b> GM, People & Culture	<b>Key relationships:</b> <ul style="list-style-type: none"><li>• People &amp; Culture Team</li><li>• Services &amp; Programs Team</li><li>• Marketing Team</li><li>• Risk, Safety &amp; Compliance Manager</li><li>• Australian Childhood Foundation</li></ul>

#### **Purpose of the role:**

The purpose of this role is to provide administrative support across the Services & Programs and Revenue teams that engage recreational and fundraising volunteers. As a first point of contact for the Volunteer team the role's focus is the delivery of timely and professional support for volunteers, staff and external stakeholders concerning volunteer matters.

The Volunteer Coordinator plays a key role in maintaining current compliance records in line with our Safeguarding Children and Young People requirements and contributing to the effective onboarding, recognition and offboarding of volunteers.

#### **Qualifications and training**

Preferred:

- Cert III or IV in administration (or similar)

#### **Experience and knowledge**

Preferred:

- 2 years' experience in an administrative role
- Experience using a CRM, such as Salesforce or similar will be highly regarded
- Customer service experience

#### **Other requirements for this role:**

- Excellent interpersonal and communication skills (written and verbal)
- Strong organisational skills with the ability to work independently, meet deadlines and successfully prioritise multiple tasks.



- The ability to effectively collaborate across teams.
- The ability to communicate with external stakeholders clearly, confidently and in a timely manner (online, via phone and in person)
- The willingness to adhere to Camp Quality's WHS plans, policies and procedures.
- Some out-of-hours work may be required.
- Other duties as required from time to time
- Current Working With Children Check

### Role responsibilities

Determining what success looks like for this role will be expressed in Key Performance Indicators – 'KPIs'. KPIs will be developed with the incumbent, upon commencement in the role and reviewed with the manager on a regular basis.

KEY AREAS OF RESPONSIBILITY
<b>Communication and volunteer support</b> <ul style="list-style-type: none"><li>• Responding to enquiries in the Volunteer team mailbox and appropriately triaging concerns and issues in a timely manner.</li><li>• Providing admin support to users concerning the Volunteer Portal, Litmos and ACF website.</li><li>• Escalating to other channels to gain additional support for unresolved matters, in a timely manner.</li><li>• Supporting the Marketing team in the coordination of communications to volunteers (e.g. EDMs).</li></ul>
<b>Compliance and reporting</b> <ul style="list-style-type: none"><li>• Proactively support and communicate with volunteers who are about to become or have become non-compliant with compliance training and requirements.</li><li>• Update volunteer information in Salesforce accurately and in a timely manner, consistent with Camp Quality's policies and procedures.</li><li>• Proactively identify and report any data inconsistencies, or systems issues and support efforts to resolve them quickly.</li></ul>
<b>Volunteer recognition and engagement</b> <ul style="list-style-type: none"><li>• Supporting the volunteer recognition program.</li><li>• Assist in the coordination, preparation and delivery of volunteer recognition gifts.</li><li>• Support the participation and implementation of the annual Volunteer Engagement Survey.</li><li>• Work with the Recreation Programs team to monitor and respond to post-camp survey feedback.</li></ul>
<b>Recruitment and onboarding</b> <ul style="list-style-type: none"><li>• Provide support as required with recruitment and selection activities.</li><li>• Contact new volunteers after their first program to check in and offer any support.</li><li>• Provide support to Recreation Programs Team Leaders and Coordinators in the coordination of onboarding training, ensuring sessions are sufficiently attended / utilised across the country.</li></ul>
<b>Program participation</b> <ul style="list-style-type: none"><li>• Attend recreation programs (a Camp or Family Fun Day), one to two times per year, to engage with volunteers and families</li></ul>



### Expectations for every Camp Quality employee

- Uphold the Camp Quality Values and culture through conduct that aligns with Camp Quality's Values and Behavioral Statements
- Has read, understands and complies with key Safeguarding Children & Young People (SCYP) policies
- The ability to report any incidents of discrimination (including racism) as outlined in Camp Quality's Code of Conduct.
- Complies with SCYP monitoring and reporting requirements
- Will successfully complete SCYP training, ensuring ongoing compliance
- Takes reasonable care for the health and safety of themselves and others
- Understands and complies with the CQ Safety Culture & Safety Management Systems
- Reports hazards and incidents and participates in risk management practices, as required

### Skills required for success

Skill Groups	Application to Role
Communication	The ability to effectively communicate to meet the needs of the role and objectives of the organisation.
Collaboration	The ability to develop, maintain and strengthen partnerships with others inside or outside the organisation who can provide information, assistance, and support.
Teamwork	Seeking to understand and building on differing perspectives of others to enhance team efficiency and quality outcomes.



## Our Organisational Values

At Camp Quality, we are passionate about our work and the real-life benefits we create for our families, employees, volunteers and communities. Every day we strive to make life better and create a positive impact on our environment.

We have five values that express our shared understanding of what we believe, how we aim to behave and what we aspire to be as an organisation.

	VALUES IN ACTION FOR MY ROLE
<b>Optimism</b> Spreading positivity, hope and enthusiasm in the way we interact with others	<ul style="list-style-type: none"> <li>• Demonstrates and role models optimism and positive energy</li> <li>• Demonstrates resilience against challenges and obstacles</li> <li>• Influences outcomes positively</li> </ul>
<b>Integrity</b> Encouraging trust through personal leadership	<ul style="list-style-type: none"> <li>• Models and demonstrates high standards of trust, openness and respect for others</li> <li>• Provides a high level of advice &amp; support and honours commitments and promises to stakeholders</li> <li>• Is productive, diligent, conscientious and timely in work performance</li> </ul>
<b>Celebrating Life</b> Approaching Life as an adventure	<ul style="list-style-type: none"> <li>• Performs work responsibilities wholeheartedly, with energy and commitment</li> <li>• Demonstrates motivation to complete challenges and tasks</li> <li>• Contributes to acknowledging positive performance &amp; effort of others</li> </ul>
<b>Accountability</b> Accepting responsibility for actions and results	<ul style="list-style-type: none"> <li>• Accepts responsibility for actions and results for area of expertise</li> <li>• Takes ownership of performance standards and mistakes</li> <li>• Manages emotions effectively with work volume and recovers quickly from setbacks</li> </ul>
<b>Excellence</b> Seeking greatness in all that we do	<ul style="list-style-type: none"> <li>• Values and inspires the highest quality of service in all relationships</li> <li>• Maintains attention to detail to achieve high level of performance</li> <li>• Demonstrates efficiency and quality in own work to grow the business</li> <li>• Focuses on high performance results above expectation</li> </ul>