



AUSTRALIAN MULTICULTURAL COMMUNITY SERVICES
POSITION DESCRIPTION

Position Description	
Position Title:	COORDINATOR OF VOLUNTEER PROGRAMS
Direct Reports:	Volunteers
Hours:	
Location:	Australian Multicultural Community Services Ltd. 296 Nicholson St, Seddon, VIC,3011
Classification:	This position is classified under the Social, Community, Home Care and Disability Services Industry Award 2010. Based at level 3, however final salary is assessed based on qualifications and relevant experience.
Objective:	To assist seniors to participate in community life and feel socially included through meeting their need for social contact and company. Coordinating Individual Social Support (ISS) and Aged Care Volunteer Visitors Scheme (ACVVS).

Organisational Context

The Australian Multicultural Community Services (AMCS) is a community organisation with more than 40 years of experience serving the multicultural community. We support seniors to live at home for as long as possible, helping them maintain their independence and connect to opportunities.

Please refer to our website for the full range of current services provided by AMCS.
www.amcservices.org.au

Management and Accountability

Direct accountability is to the Manager – Community Connections and Well-being. AMCS Management has a right to review this position description.

Diversity, Inclusion and Cultural Competence

- Ensure that the diverse needs of clients are considered and accommodated. This includes and incorporates physical, cultural, gender-identity and other.
- Able to respect the diverse needs of other people.
- Able to communicate effectively with people from diverse backgrounds.
- In all instances works harmoniously with diverse people including people from CALD backgrounds.

Key Responsibilities

Recruitment of Clients

- Assess clients for the appropriate volunteer program.
- Recruit, select, induct, and train volunteers.
- Match volunteers with clients.
- Prepare care plans and other relevant documents for each client.
- Provide regular on-going training for all volunteers.
- Supervise and support volunteers.
- Organise appreciation functions or similar for volunteers.

Administration of the Program

- Maintain client's and volunteer's files on ongoing basis.
- Monitor My Aged Care portal for referrals and action them.
- Approve reimbursement statements for volunteers.
- Collect and submit statistics for internal and departmental requests and reports.



**AUSTRALIAN MULTICULTURAL COMMUNITY SERVICES
POSITION DESCRIPTION**

	<ul style="list-style-type: none"> - Monitor and review existing matches. - Monitor and communicate with clients and volunteers waiting to be matched. <p>Reports, budgets, and policy development</p> <ul style="list-style-type: none"> - Prepare monthly report. - Prepare and submit reports to the funding bodies in a timely manner. - Support with the preparation of grant submissions and program/service proposals. - Develop and update appropriate policies and manuals for the Volunteer Programs. <p>Community Engagement and Marketing</p> <ul style="list-style-type: none"> - Develop strong networks with relevant organisations that result in referrals for the program. - Promote of all AMCS programs.
--	--

Professional Development	<ul style="list-style-type: none"> - Participate in staff development opportunities as planned and required. - Attend meetings and In-Service training when appropriate.
---------------------------------	--

Occupational Health & Safety	<ul style="list-style-type: none"> - Comply with policies & procedures, identify OHS concerns and communicate these to AMCS management. - Report hazards and incidents.
---	---

Legislative Requirements	<ul style="list-style-type: none"> - Ensure compliance with relevant policies and legislative requirements such as Occupational Health & Safety (OHS) and the Commonwealth Privacy Act.
---------------------------------	--

Other	<ul style="list-style-type: none"> - Familiarise self with relevant policies, procedures and work practices of AMCS. - Meet employee obligations as outlined in AMCS' Policies and Procedures. - Commit to processes of continuous improvement activities. - Carry out other duties as delegated by the person you report to or the next person in the organisational structure.
--------------	--

Key Selection Criteria

Experience	<ul style="list-style-type: none"> - Experience in working with older people and/or people with disabilities and carers - Experience in recruitment, induction, supervision, and coordination of volunteers
Knowledge	<ul style="list-style-type: none"> - Strong knowledge of social support and other relevant services
Skills	<ul style="list-style-type: none"> - Computer and report writing skills - Well-developed interpersonal and communication skills - Creative and enthusiastic, with the ability to motivate others - Ability to work independently and as part of a team - Excellent organisational and time management skills - Able to maintain high levels of confidentiality
Requirements	<ul style="list-style-type: none"> - Current Victorian driver's license - WWC Check



AUSTRALIAN MULTICULTURAL COMMUNITY SERVICES
POSITION DESCRIPTION

Conditions of Employment

1. All employees, including volunteers are required to provide a current National Police Certificate before commencing work with AMCS.
2. Continuous employment with the organisation is conditional upon the receipt of ongoing funding for the program.
3. Meeting any medical standards required to perform the inherent requirements of the role.
4. Satisfactory performance during and after the probationary period (for new staff).
5. Annual Appraisals by the direct Manager.
6. An adherence to the AMCS Policy and Procedure Manuals
7. All applicants must demonstrate the right to work in Australia.
8. Employment is subject to the incumbent not appearing on the Register of Banning Orders (Aged Care Quality and Safety Commission)

Further terms and conditions for ongoing employment are set out in the Contract of Employment, *the National Employment Standards and the Fair Work Act 2009* and the relevant legislation and AMCS policies and procedures as amended from time to time.

Position description agreed to:

Employee's Name:

Signature:

Manager's Name:

Signature:

Date:



Australian Multicultural
Community Services

AMCS Values



Clients First

We strive for Client Satisfaction:

Delivering the best possible outcomes for our clients; building effective relationships which allow needs to be identified early and quickly satisfied.



Respect and Diversity

We stand for Respect & Diversity:

Providing the highest levels of integrity and personal standards in an apolitical and impartial manner to clients and stakeholders.



Our People

We value our Staff and Volunteers:

We acknowledge our multicultural team and the skills, knowledge and dedication you bring to our clients and the success of AMCS. We value your contribution with wellbeing support and career development.



Quality

We deliver Quality:

Achieving the highest standards in everything we do; ensuring that all individuals take responsibility for achieving this and take pride in their work and the organisation.



Continuous Improvement

We practice Continuous Improvement.

Striving to achieve higher standards of performance; positively seeking opportunities to bring about organisational and service delivery improvement and overcome resistance to change.



Compliance

We ensure Compliance:

Ensuring all are aware that this is non-negotiable and deliver what is expected as per legislative requirements; actively involved with all levels of government and other community service providers in an open and honest manner.