

POSITION DESCRIPTION

Position:	Volunteer and Hub Coordinator
Reports To:	Volunteer Manager
Direct Reports:	NIL
Hours:	20 hours a week (Tuesday to Thursday, working hours to be discussed with successful applicant)
Location:	On-site from Tarneit Hub with visits to Airport West Hub and Thomastown Head Office
Contract Length:	8 months
Remuneration:	SCHADS Level 3.1 + NFP packaging

VOLUNTEER AND HUB COORDINATOR

Position Objective:

Due to the generosity of a Brian M Davies grant, Big Group Hug has extended its services to the Western Suburbs via our Tarneit Hub which was opened in 2024, ensuring we reach more children across Victoria. Working collaboratively with Wyndham Council, this exciting position contributes to the continued running of Big Group Hug's services across the Western Suburbs of Melbourne.

The Volunteer and Hub Coordinator is a highly motivated and organised team member, with a positive and welcoming attitude, working in a part-time capacity, from our Tarneit Hub, with visits to our Airport West and Thomastown Head Office regularly.

The Volunteer and Hub Coordinator reports to the Warehouse Manager and works closely with members of the BGH Operations Team and Relationship Development Team, to assist in achieving the goals of Big Group Hug (BGH); primarily the collection and redistribution of new and pre-loved baby goods, books, toys and nursery equipment to families in need.

The role works closely with volunteers providing on-site guidance, training, support and resources as required. The role also involves driving a van to collect donation and deliver material aid.

The successful candidate will be required to attend up to four (4) weeks of training at the main warehouse in Thomastown.

About Big Group Hug

Big Group Hug is a volunteer-driven, not-for-profit organisation founded in 2014. Our main warehouse is based in the northern suburbs of Melbourne, in Thomastown. We have satellite locations in Airport West and Tarneit. Big Group Hug supports vulnerable and disadvantaged families in need, by providing new and pre-loved goods to help these families care for their children, aged from newborn to 16-year-old.

Our core belief is that all children deserve the best start in life, so for us, the child is the focus of everything we do. Our team is made up of over 350 individuals/volunteers who are determined and committed to assisting every family who asks for help.

KEY RESPONSIBILITIES

The Volunteer and Hub Coordinator is responsible for day-to-day operations of the Big Group Hug Tarneit hub so that BGH can continue to assist families in the community.

1. Volunteer Support

- Be the 1st welcoming point of call for new volunteer inquiries and follow up (on-site and remotely)
- Induct & onboard new volunteers following organisational procedures
- Match volunteers to tasks that suit their skills and interests
- Recruit volunteers for special events and activities including working bees and craft days
- Train new volunteers onsite
- Coordinate, schedule and deliver onsite volunteer training
- Conduct volunteer check ins
- Identify potential volunteer-related issues and report them to Volunteer Manager
- Be the first point of contact for all volunteer feedback, concerns and questions
- Liaise on behalf of volunteers with other members of the BGH Team
- Process volunteer compliance paperwork
- Task identification and setup for group volunteering session (workplaces and schools) and support groups while on-site
- Develop, maintain and refresh any on site collateral to communicate information to volunteers ensuring information is displayed neatly, is tidy and up to date

2. Local Delivery Coordination

- Liaise with caseworkers about request deliveries (in collaboration with Request Coordinator)
- Liaise with donors about donation collection
- Schedule van for local collections and deliveries (in collaboration with Request Coordinator)
- Packing and unpacking Van
- Deliver material aid to recipients, agencies, and hospitals
- Collect material aid donations from individual donors, and organisations collecting for BGH (e.g. schools, daycares, businesses)
- Transfer stock between the Tarneit and Airport West Hub and main warehouse

3. Hub Operations

- Be on-site during hub operating hours
- Document and update hub procedures and reference material to support safe and efficient on-site operations and site to site operations
- Identify daily priorities and tasks and communicate them to the Volunteer Team
- Stocktake and inventory level checks
- Ensure hub is clean, neat and walking areas are clear
- Liaise with other organisations to redirect excess stock to
- Manage and improve waste disposal & recycling
- Site Safety checks: responsible for on-site safety including completion of monthly checks and any other ad hoc checks as per risk register and regular risk review
- Site maintenance: liaise with council contacts, reporting faults and site issues to be addressed by council maintenance team, printing and displaying collateral and posters as required
- General on-site support: e.g. liaising with BGH team to troubleshoot IT and other issues
- Ensure hub is neat and tidy internally and externally
- Manage petty cash and purchasing of consumables
- Support material aid campaigns and coordinate logistic of these campaigns in the Tarneit Hub
- Ensure hub are tidy for functions and important tours

4. Miscellaneous

- General Administration as required
- Salesforce database updates
- Setup and represent Big Group Hug at local events (e.g. expos), during and outside Hub operating hours (if required)
- Work collaboratively with members of the BGH Team
- Support other team members as required, e.g. with difficult issues such as lifting
- On-site relief for various hub tasks, to meet BGH's objectives. Such as:
 - a. Greet donors, accept donations and thank donors, including photo taking
 - b. Material aid washing and cleaning
 - c. Hand out material aid to Case Workers

CAPABILITIES AND BEHAVIOURS

- Excellent and proven organisational skills
- Exceptional attention to detail
- Positive mindset
- Excellent and proven time management skills. planning, and organisational skills
- Highly developed and proven communication skills both written and verbal
- Independent and motivated – a self-starter who likes to take initiative
- Thrives acquiring new knowledge and skills, and has a willingness to learn and continuously improve
- A multi-tasker who can work well under pressure, to deadlines, and meet shifting priorities
- A supportive individual who enjoys working alongside volunteers, building confidence in others, and contributing positively to a small, tight-knit team
- Ability to work independently and as part of a small team
- Comfortable working in a warehouse environment
- Proficient in using a range of Microsoft Office packages: in particular, Excel, SharePoint and Word
- Successful candidate will require a
 - Working with Children's check
 - Police Check
 - Valid standard driver's license
- The following would be highly regarded:
 - Experience working with Salesforce
 - Experience working in a warehouse
 - Experience working for a not-for-profit organisation
 - Occupational Health and Safety (OH&S) and risk management experience
 - An understanding of HR principles, frameworks, and change management

APPLICATION PROCESS / INTERESTED? APPLY TODAY!

We welcome your application and ask that you please provide your Resume and Cover letter, broadly addressing the key selection criteria highlighted.

All applications will be assessed based on previous relevant experience against the selection criteria and will undergo a multi-step recruitment process.

Interviews will commence as applications are received and a successful candidate may be selected before the job ad closes.

IMPORTANT INFORMATION

Big Group Hug values and encourages diversity, inclusion, and equity in all our services, programs, and practices.

Big Group Hug is a child safe organisation and is committed to ensuring the safety and wellbeing of all children, always. All Big Group Hug services, programs and practices are following Victoria's Child Safe Standards.

Big Group Hug is committed to the principles of continuous quality improvement (CQI) in all aspects of its operations, service delivery and governance. We place the highest priority on the safety and wellbeing of those we support and provide services to.

All offers of employment are subject to satisfactory background checks including a National Police Check (including an international police check if resided continuously in an overseas country for 12 months or more in the last ten years), Working with Children Check, disclosure of previous or current disciplinary action, referee checks, proof of eligibility to work in Australia and qualification checks.

Big Group Hug does not allow persons who are classified as a prohibited person under The Commission for Children and Young People Act 1998 to work or register as a volunteer. Please do not apply if you are a prohibited person or if you will not agree to proceed with these checks if it is requested.

DIVERSITY, EQUITY AND INCLUSION

We are committed to ensuring diversity, inclusion and equity are embedded throughout our organisation for the benefit of all our clients and our staff. We believe our people are our greatest asset and by supporting and incorporating their diverse talents, knowledge, perspectives and experiences, we can strengthen our relationships with the communities we work with.

Our focus is on eliminating discrimination in the services we deliver and the workplace we provide. Being a diverse and inclusive organisation that supports and enables equity, goes to the heart of our work and supports our strategic intent – "Building an organisation and culture that is supportive, responsive and sustainable".