



APACE WA

## POSITION DESCRIPTION

### Volunteer & Community Coordinator

*APACE WA is situated at Walyalup on Whadjuk Noongar Boodjar. We acknowledge the Whadjuk people as the traditional owners and custodians of these lands and waterways and pay our respect to Elders past and present.*

#### The Organisation

APACE WA is a community organisation with a vision for a greener planet and a connected world. Our purpose is to advance environmental sustainability and amplify social cohesion.

Incorporated in 1985, APACE WA has grown from a small community initiative into a respected non-government organisation specialising in:

- Native plant propagation and seed management of the Swan Coastal Plain and Darling Scarp
- Environmental education, training and community engagement
- Inclusive employment and volunteering opportunities
- Environmental services supporting revegetation and biodiversity restoration
- Advocacy and action for the protection of people, plants and planet

#### Position Reports To

General Manager

#### Key Relationships

- Nursery Volunteer Coordinator
- All volunteers, including carers and support workers, teachers' aides, work experience students and interns, placement coordinators, and work-for-the-dole participants
- APACE WA Administration Team (General Manager, Finance, Sales, Events & Partnerships)
- Nursery Manager and team, including retail and wholesale coordinators
- Provenance, Seed Collection and Seed Bank Manager and team
- Volunteering WA and other volunteering organisations
- Customers and clients, members of the public, workshop participants

#### Position Purpose

The **Volunteer & Community Coordinator** is responsible for the recruitment, engagement, induction, training and ongoing support of volunteers across the organisation. This part-time role complements the separate role of the Nursery Volunteer Coordinator. Together they ensure volunteers are appropriately placed, trained and empowered to contribute effectively, while supporting organisational goals and maintaining compliance with relevant policies and standards. The coordinator works collaboratively across teams and acts as a point of contact for volunteers and staff alike. This role is critical in providing advocacy for volunteers and fostering a safe, productive and inclusive environment, supporting staff, volunteers and community participants to contribute meaningfully within our organisation.

This role aligns with our organisational goals to strengthen community engagement and champion diversity, inclusion and wellbeing in the workplace so people feel connected, respected and valued.

## **Key Responsibilities**

### **1. Volunteer Coordination and Engagement**

- Coordinate volunteer recruitment campaigns and respond to inquiries
- Arrange and provide structured onboarding and safety induction processes for new volunteers
- Liaise closely with the Nursery Volunteer Coordinator on appropriate tasks and program needs
- Ensure volunteers understand and follow safety procedures and organisational expectations
- Support inclusion and participation of a diverse group of volunteers, including work experience students, interns, retirees, part-timers, work-for-the-dole participants, those with disability and their support workers, and school groups
- Monitor volunteer engagement, attendance and performance, providing feedback as appropriate
- Provide ongoing check-ins with volunteers, support workers and placement coordinators in schools, universities and work-for-the-dole organisations
- Facilitate support frameworks for volunteers
- Address issues or conflicts sensitively and in line with policies and discussions with senior staff
- Foster a positive volunteer experience that promotes retention and community connection
- Support initiatives for volunteer engagement, such as a monthly News Update and social gatherings
- Work closely with the General Manager and Events & Partnerships Coordinator to promote volunteering opportunities via website, social media, networks and partnerships

### **2. Volunteer Program Development & Coordination**

- Develop and implement a renewed volunteer program strategy aligned with organisational goals
- Maintain up-to-date volunteer recruitment procedures, policies and handbooks
- Ensure compliance with legal and regulatory requirements, which may include risk assessments, screening, and record-keeping
- Build and maintain networks with other relevant volunteering organisations, and remain current with accreditation and compliance standards

### **3. Training & Recognition**

- Identify training needs and organise or deliver relevant workshops and development opportunities for volunteers and staff
- Support skill development and knowledge sharing among volunteers
- Further develop and deliver an Intern Training Program schedule to ensure a rounded experience and compliance with expectations from schools, TAFE and universities
- Organise volunteer recognition initiatives and events to show appreciation

### **4. Data Management & Reporting**

- Maintain accurate volunteer records, including volunteer and emergency contact information, agreements, medical questionnaires, hours and feedback
- Use systems (e.g. databases, spreadsheets, or platforms like Involve, Better Impact or Volaby) to track volunteer onboarding, engagement and hours
- Report regularly on volunteer metrics and outcomes for internal and external stakeholders

### **5. Organisational Support & Culture**

- Demonstrate APACE WA values in action
- Advocate for volunteers and collaborate with staff to provide a culture that includes and values volunteers
- Maintain a safe and inclusive workplace in line with Work, Health, Safety & Wellbeing Policies
- Assist with general administration tasks such as checking volunteer and admin emails and providing cover when other office staff are absent
- Contribute to broader organisational events, staff meetings, planning processes and evaluations as required

## **Selection Criteria**

### **Essential**

- Experience in volunteer coordination, community engagement, HR, or a related field
- Strong interpersonal and communication skills with the ability to build relationships across diverse groups
- Organisational and time management skills with the ability to manage competing priorities
- Ability to work both independently and collaboratively
- Understanding of volunteer best practices, compliance and risk management, including the National Standards for Volunteer Involvement, and Federal Anti-discrimination laws
- A commitment to inclusion, diversity and the purpose of the organisation
- Competency in Microsoft Office and/or volunteer management platforms

### **Desirable**

- Certificate III or higher in Community Services, Volunteer Management, or equivalent experience
- Knowledge of the sector relevant to the organisation (e.g. natural environment, native plants, plant nurseries, disability, retirees, youth)
- Experience working in a not-for-profit organisation
- Familiarity with platforms like Involve, Volaby, Better Impact, Humanitix, and Mailchimp
- Valid First Aid, Working with Children Check and National Police Clearance (or willingness to obtain)