

## Position Description

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|-----------------|-----------------------|
| Position title  | Volunteer Coordinator |
| Reports to      | Manager Volunteer     |
| Direct report/s | NA                    |
| Date            | <i>April 2026</i>     |

### Position Purpose

MiCare is a non-profit providing services to people from a range of diverse backgrounds in the areas of aged care, home care, retirement living and migrant services. Our mission is to enable people from diverse communities to have dignified, and meaningful lives.

The Volunteer Coordinator is responsible for the effective coordination and delivery of MiCare's visiting volunteer programs. The role focuses on reducing social isolation for older people, particularly those from culturally and linguistically diverse (CALD) backgrounds, by recruiting, onboarding, supporting and matching volunteer visitors.

The position ensures program compliance, achievement of key performance indicators, and delivery of high-quality, culturally appropriate services aligned with MiCare values of Trust, Empowerment, Flexibility, Harmony and Empathy.

### Key Result Areas

- Program coordination and delivery of visiting volunteer programs
- Volunteer recruitment, onboarding and support
- Client engagement and matching
- Stakeholder engagement and community partnerships
- Compliance, reporting and continuous improvement

### Responsibilities

#### Program Management

- Coordinate the day-to-day delivery of the visiting volunteer programs in line with funding agreements and organisational expectations
- Support referrals, intake and eligibility assessment of clients
- Match volunteers with older people, including facilitating introductory visits
- Monitor program participation and ensure KPIs are met
- Represent MiCare in relevant networks and advisory groups

#### Volunteer Coordination

- Promote volunteer opportunities within the community
- Recruit, onboard and train volunteers in line with MiCare policies
- Provide ongoing support, supervision and regular check-ins with volunteers

- Maintain accurate volunteer records and ensure compliance with safeguarding requirements
- Maintain records of volunteer information and ensure volunteers submit activity reports in accordance with the guidelines
- In conjunction with the Volunteer Manager, develop and review recruitment strategies of volunteers to maintain target numbers and implement new strategies for recruiting and result in the appointment of appropriately skilled volunteers
- Ensure Volunteers are matched to visit recipients of eligible aged care providers in line with the relative needs of recipients and the aptitudes of volunteers
- Orientate and interview new volunteers according to relevant guidelines and offer continual support to volunteers
- Oversee volunteers to ensure they understand their role as designated by the funding bodies

### **Client Engagement**

- Train and support volunteers to undertake volunteer visits to eligible aged recipients including assessing appropriate 'matching' of volunteers to older people
- Ensure volunteers are monitored and supported appropriately to enhance positive visiting relationships between volunteers and recipients
- Maintain regular communication with clients and/or their representatives
- Monitor client satisfaction and address concerns in a timely and culturally appropriate manner
- Ensure services are delivered in a person-centred and culturally safe way

### **Stakeholder Engagement**

- Educate and inspire aged care service providers to embrace the purpose and value of the visiting volunteer programs for their care recipients
- Maintain contact with aged care services to work cooperatively to identify people and their needs who may benefit from visiting volunteers
- Develop and maintain positive and effective relationships with aged care provider staff
- Maintain workable processes for receiving recipient referrals and maintaining a record of recipients seeking a volunteer visitor
- Liaise with aged care provider staff about the aims of the visiting volunteer program and ensure providers promote and encourage the program for older people
- To liaise with Aged Care Providers regarding appropriate recipient referrals for a volunteer visitor and to arrange matches between recipients and volunteer visitors according to special needs and compatibility considerations
- Build and maintain relationships with community organisations, networks and service providers
- Attend relevant network meetings and communities of practice
- Promote the program to increase awareness and participation

### **Compliance and Reporting**

- Complete regular reporting requirements for funding bodies
- Monitor key performance indicators and program outcomes
- Ensure compliance with Aged Care Standards and relevant legislation

### Continuous Improvement

- Identify opportunities to enhance program delivery and outcomes
- Contribute to service reviews, audits and quality improvement initiatives

## Key Selection Criteria

### Qualifications

- Tertiary qualification in Community Services, Social Work or a related discipline (or equivalent experience in volunteer coordination)

### Experience

- Experience in coordinating volunteer programs or similar community-based initiatives
- Experience working in aged care, community services or migrant services
- Experience managing programs with KPIs, reporting requirements and stakeholder engagement

### Essential Skills

- Strong interpersonal and communication skills
- Ability to build relationships with diverse communities
- Highly organised with the ability to manage competing priorities
- Demonstrated problem-solving capability and initiative
- Strong administrative and computer skills
- Ability to work in a culturally sensitive manner within an ethno-specific environment
- A preparedness to work to the 10 principles of the Eden Alternative philosophy
- Self-motivated with a flexible, caring and patient attitude

## Essential Conditions

- National Police Check, Working With Children Check and NDIS Clearance must be attained.
- Travel across MiCare locations,
- Current driver's licence.

***This position description is not intended to be all-inclusive. This role may perform other related duties as required to meet the ongoing needs of the service and/or organisation.***

## Statement of Commitment

MiCare is committed to safeguarding, protecting and promoting the health and wellbeing of all its people of all ages at all times. This includes Elders, children and women. We are committed to the cultural safety of all peoples from Aboriginal and Torres Strait Islands; from culturally and/or linguistically diverse backgrounds; who live with a disability; and who identify with a sexual and or gender minority identity. Our safeguarding practice aligns and complies with statutory responsibilities, government guidance and with best practice.

## Ongoing Education and Development

It is expected that all MiCare staff will keep their knowledge up to date; to enhance personal skills, comply with contemporary practices, legal responsibilities, departmental requirements and the knowledge to perform the duties effectively.

## Conduct

It is expected that all MiCare staff will conduct themselves inline with MiCare Values and the Code of Conduct, attend and participate in staff meetings, and be involved in promoting harmonious work relations with all other employees. As all staff impact on the quality of care provided to the Clients, it is essential that each member of staff demonstrates willingness and an ability to work as a member of the team.

## Safety and Wellbeing

All employees must complete a pre-employment health declaration. During your employment, it is expected that all employees will take reasonable care not to place at risk the health and safety of anyone in the workplace. As well as ensure effective implementation and monitoring of work health and safety policies and guidelines.

- MiCare strongly recommends staff remain up to date with COVID-19 vaccinations.
- MiCare strongly recommends staff receive the annual influenza vaccination. MiCare provides access to flu clinics and reimbursement options.
- MiCare maintains a smoke-free and fragrance-free environment across all worksites.