

JOY 94.9

Level 1, 79-81 Fitzroy St
St Kilda, VIC 3182
T 03 9267 6000
Social @joy949
Web joy.org.au



Position: Project Coordinator – Volunteer Development

- **Status:** Part Time (3 days per week) Fixed Term until 30 Jun 2027
- **Remuneration:** \$80,000 per annum pro rata, plus super
- **Location:** Level 1, 79-81 Fitzroy Street, St Kilda, Vic, 3182
- **Reports to:** General Manager

About JOY

JOY 94.9 is Australia's LGBTIQA+ community media organisation, listed on the Australian Charities and Not-for-Profit Commission Register, dedicated to fostering an inclusive society.

Our mission is to amplify diverse voices, reduce isolation and celebrate the rich culture and achievements of the rainbow community. We engage audiences through JOY 94.9 (on FM, DAB+ and the JOY App), as well as our online livestreams and podcasts, accessible 24/7 at joy.org.au.

Our sustainability relies on income-generating services such as sponsorship and live broadcasting, along with grants, donations, memberships and philanthropic support.

Based in St Kilda, our small team of paid staff and dedicated volunteers collaborate to deliver engaging news, information, music and entertainment to our rainbow community.

Values

- **Joyous:** Celebrating diversity.
- **Inclusive:** Fostering a safe and welcoming environment for all.
- **Courageous:** Empowering change through storytelling and advocacy

Role Overview

The Project Coordinator, Volunteer Development strengthens JOY's volunteer program by reviewing engagement and attrition, building clear pathways for volunteer participation and confidence, and developing a structured feedback system to understand where and why volunteers disengage.

Reporting to the General Manager, this is a hands-on role combining relationship management, negotiation, training, administration and reporting, working closely with the JOY team to improve volunteer retention and satisfaction, build clearer pathways to participation, and grow a more diverse and intersectional volunteer cohort.

Key Responsibilities

- Conducting an organisation-wide assessment of JOY's current volunteer engagement and support, including analysis of engagement and attrition trends, to make recommendations on the pathway forward and begin implementing practicable changes.
- Developing pathways that build volunteer confidence, skills, and ongoing engagement.
- Designing and implementing a structured feedback system to understand volunteer needs and identify where and why disengagement occurs.
- Working with the Management Team, Board, and relevant Sub-Committees to align volunteer development initiatives with JOY's broader priorities.
- Using Salesforce, Moodle, and other tools to maintain accurate volunteer records and deliver training pathways.
- Building an increasingly diverse and intersectional volunteer cohort.
- Reporting on volunteer retention, satisfaction, and program outcomes.
- Completing additional tasks as required from time to time to support JOY

Skills Required

- Strong experience (5+ years) managing or inspiring volunteer teams, with a track record of building purposeful, committed participation.
- Excellent written and verbal communication skills, with the ability to engage effectively across staff, volunteers, management, and governance.
- Confidence using databases and technology, including Salesforce, Moodle, and EDM tools, to design and deliver volunteering structures and training pathways.
- Experience analysing engagement or attrition data and translating findings into practical recommendations.
- Strong relationship management and negotiation skills, with the ability to work collaboratively across a diverse organisation.
- High attention to detail in record-keeping and reporting.
- Strong understanding of the needs and diversity of the LGBTIQ+ community, including its strengths, challenges, and history.

Key Selection Criteria

- Demonstrated experience managing or leading volunteer teams, including designing structures to support engagement and retention.
- Experience analysing engagement or attrition data and translating findings into practical action.
- Strong stakeholder management skills, with experience working across teams, management, and governance structures.
- Confidence with database and training platforms relevant to volunteer coordination.
- Excellent communication skills, written and verbal.
- Demonstrated understanding of the LGBTIQ+ community and its allies.

Organisation-wide commitments

Each year, JOY runs Radiothon, a week-long fundraising drive during which the Content Team shifts focus to fundraising, and Midsumma season, both requiring support and flexibility from all JOY staff, including this role.

Supporting Our Volunteers

JOY is powered by over 200 volunteers who create, deliver and support everything we do on air and online. Every paid team member, regardless of position, shares responsibility for supporting our volunteers, valuing their contribution, being approachable and responsive to their needs, and helping foster a positive, inclusive experience for everyone who gives their time to JOY.

Additional Requirements

- All position holders at JOY are required to perform their duties in accordance with JOY Melbourne's current policies and comply with ACMA and CBAA guidelines.
- Ensure a commitment to maintaining a healthy and safe workplace.
- Successful applicants will need to undertake or hold a current police and Working with Children's Check.
- All JOY staff, volunteers and contractors are required to maintain current JOY membership.