



POSITION DESCRIPTION

Volunteer Services Coordinator

Location:	Canberra
Department:	People and Culture
Reports to:	Volunteer Services Manager
Direct reports:	1 - 2
Classification:	Community level 5
Employment type:	Full-time

Organisation

The St Vincent de Paul Society Canberra/Goulburn (the Society) has been serving the local community since 1924. We are a charity based, not-for-profit organisation offering a 'hand-up' to people in need, regardless of their creed, ethnic or social background, health, gender, or political opinion. We achieve this by respecting people's dignity, sharing our hope and by encouraging people to take control of their own destiny. We work to shape a more just and compassionate society.

Our commitment and delivery of our services to the community is through our people - members, volunteers, and employees. They work together daily and provide a hand-up to people across the ACT and its surrounding areas, from Lake Cargelligo in the west, across the Snowy Mountains to Tumut, down to Eden, up to Batemans Bay and inland to Crookwell.

Values

Our own actions and behaviours in performing our duties are guided by the Society's Code of Conduct and organisational values of *Courage, Respect, Compassion, Advocacy, Integrity, Empathy* and *Commitment*.

Position Primary Purpose

As the Volunteer Services Coordinator, you will work as part of the People and Culture team, reporting directly to the Volunteer Services Manager. You will support the delivery of a contemporary and best-practice volunteer engagement function across the Society, aligned with the National Standards for Volunteer Involvement.

Working in partnership with managers, employees, volunteers and key stakeholders, you will coordinate volunteer recruitment, onboarding, engagement, retention, compliance and recognition activities, while providing practical advice and support across the volunteer lifecycle.

The role is responsible for supporting volunteer engagement initiatives, managing volunteer compliance and screening requirements, coordinating volunteer incident and insurance claim processes, and contributing to the development and continuous improvement of volunteer programs, systems, processes and practices.

Volunteer attraction, retention, development and safeguarding are key focuses of this position, which plays an important role in supporting positive volunteer experiences and strengthening volunteering outcomes across the Society.

Key Accountabilities

Under broad direction, the Volunteer Services Coordinator will be responsible for:

- Acting as the primary Volunteer Services contact for directorate managers, employees, volunteers and key stakeholders, providing exceptional customer service while building and maintaining effective working relationships.
- Providing advice, guidance and coaching to leaders and managers on all aspects of the volunteer engagement lifecycle, including recruitment, onboarding, engagement, risk management, compliance and the resolution of volunteer-related matters.
- Managing volunteer incidents and associated insurance claim processes, including coordinating documentation, supporting reporting requirements, liaising with volunteers, managers, insurers and other stakeholders, monitoring outcomes, and ensuring compliance with organisational policies, procedures and risk management requirements.
- Day to day coordination of volunteer compliance frameworks and screening requirements, including supporting and guiding the Volunteer Services Officer in the delivery of monthly credential checks, compliance reporting, volunteer follow-up activities, record management and continuous improvement of compliance processes.
- Supporting the development, promotion and delivery of student, community and corporate volunteering initiatives, including stakeholder engagement, volunteer recruitment campaigns, placement coordination, relationship management and the promotion of meaningful volunteer opportunities aligned with organisational and community needs.
- Coordinating recruitment campaigns to support new volunteer roles, activities and initiatives, including end-to-end recruitment, screening, onboarding and placement support.
- Capturing and sharing volunteer stories, testimonials and images to promote volunteering across the Society and to internal and external audiences.
- Working collaboratively with leaders, managers and key stakeholders to identify volunteer-related issues, provide effective support and advice, and implement the Society's strategic volunteer engagement initiatives.
- Contribute to the development, implementation and continuous improvement of volunteer programs, systems, processes, procedures and policies, working collaboratively with the Volunteer Services Manager and team members to deliver quality volunteer services, enhance the volunteer experience, and support organisational priorities and objectives.
- Contributing to quality assurance activities, accreditation requirements, reporting and record management processes, ensuring accurate and timely data management, audit trails and compliance with organisational record-keeping requirements.

Performance Indicators

The Volunteer Services Coordinator's contribution to the Society will be measured by:

- Delivery of high-quality volunteer recruitment, onboarding, engagement, retention and support services that contribute to the Society's strategic objectives and align with recognised best practice and the National Standards for Volunteer Involvement.
- Delivery of professional, responsive and customer-focused support to managers, employees, volunteers and other stakeholders, demonstrated through effective communication, relationship management and timely resolution of volunteer-related matters.

- Provision of accurate and practical advice, guidance and coaching to leaders and managers on volunteer recruitment, engagement, risk management, compliance, safeguarding and volunteer-related matters.
- Effective management of volunteer incidents, complaints and Voluntary Workers Insurance claims, including timely documentation, stakeholder communication, follow-up actions and compliance with organisational and legislative requirements.
- Effective coordination of volunteer compliance and screening requirements, including credential monitoring, record management, reporting, follow-up activities and support provided to the Volunteer Services Officer to ensure compliance obligations are met.
- Successful delivery of student, community and corporate volunteering initiatives, including stakeholder engagement, volunteer placement activities, relationship management and the promotion of meaningful volunteer opportunities.
- Effective coordination of volunteer recruitment campaigns, ensuring timely attraction, screening, onboarding and placement of volunteers across the Society.
- Contribution to the promotion of volunteering through the collection and sharing of volunteer stories, testimonials and images that enhance volunteer recognition, engagement and community awareness.
- Demonstrated ability to build and maintain productive relationships with leaders, managers and key stakeholders to support volunteer engagement initiatives and organisational outcomes.
- Demonstrated contribution to the development, implementation and continuous improvement of volunteer programs, systems, processes, procedures and policies that enhance organisational effectiveness and the volunteer experience.
- Accurate and timely maintenance of volunteer records, compliance documentation, reporting, audit trails and accreditation requirements in accordance with organisational standards.
- Commitment to and role modelling of the organisational Values of the Society, guided by and in accordance with the Code of Conduct and compliance with organisational policies and procedures, safeguarding requirements, legislative and industrial obligations.
- Demonstration of inclusive behaviours, respect for diverse backgrounds and perspectives, and contribution to a positive, collaborative and supportive workplace culture.
- Achievement of agreed performance objectives, operational priorities and key deliverables as determined by the Volunteer Services Manager.

Capabilities, Knowledge, and Experience

To be successful in the role, the Volunteer Services Coordinator will be required to have:

- Demonstrated experience in volunteer coordination or a comparable role within a complex community services environment. Qualifications in a related field such as Human Resources or Social or Community Services will be highly regarded.
- Demonstrated knowledge and understanding of volunteer engagement principles, volunteer management frameworks and the National Standards for Volunteer Involvement.
- Experience coordinating volunteer recruitment, onboarding, retention and recognition activities within a structured organisational environment.
- Demonstrated knowledge of volunteer compliance, safety and wellbeing, risk management and safeguarding frameworks, with the ability to provide practical advice and support to leaders, managers and volunteers.
- Experience managing volunteer incidents, complaints and associated insurance claim processes.
- Excellent interpersonal, communication and relationship management skills, with the ability to consult, coach and provide advice to all levels of the organisation, including the ability to prepare basic reports, correspondence and other documentation to a high standard.

- Demonstrated ability to build and maintain productive relationships with internal and external stakeholders, supporting the successful delivery of student, community and corporate volunteering initiatives. Have a measured and confident approach that creates and gains trust from management, employees and volunteers through subject matter expertise, collaboration, and well-developed negotiation and influencing skills.
- Demonstrated ability to work independently and collaboratively within a team environment, exercising initiative, sound judgement and a high level of attention to detail, while identifying issues and implementing practical solutions.
- Commitment to safeguarding, diversity and inclusion, and the ability to uphold the Society's Values, Code of Conduct and organisational policies.
- High-level proficiency in Microsoft Office applications and demonstrated experience using volunteer management, customer relationship management and/or record management systems.

Your Eligibility

To be eligible for employment at the Society applicants:

- must hold working rights in Australia.
- offered employment will be required to undergo a police record check and to successfully obtain or hold a Working with Vulnerable People Card (WWVP). To undertake these checks individuals must be willing to disclose all relevant and required information.

Work Environment Checklist – Volunteer Services Coordinator

The Society is committed to providing safe work environments for all workers, clients, and visitors. Risks to health and safety will be eliminated and controlled so far as reasonably practicable, and adequate training and PPE supplied for workers exposed to residual risks.

The purpose of this checklist, completed by the position's supervisor, is to advise applicants of hazards inherently associated with the role.

To protect workers and the Society, some positions may be subject to confidential pre-employment medical assessments to identify applicant's suitability for the role and any required reasonable adjustments.

Frequency Definitions		2	Infrequent, up to 1/3 of the role
0	Not applicable to role	3	Frequent, up to 2/3 of the role
1	Rare, incidental to role	4	Constant, over 2/3 of the role

For each of the following hazards, indicate whether position duties are expected to result in exposure:

Manual/Physical	0	1	2	3	4
Prolonged sitting					✓
Prolonged standing		✓			
Lifting from the ground		✓			
Lifting above chest height		✓			
Lifting/carrying 15kg		✓			
Reaching/stretching arms			✓		
Repetitive arm/shoulder work		✓			
Bending/leaning forward		✓			
Turning/twisting		✓			
Kneeling or squatting		✓			
Pushing/pulling		✓			
Fine motor skills/manipulation		✓			
Use of ladders/stairs			✓		
Trip hazards, uneven flooring		✓			
Other	0	1	2	3	4
Work in isolation		✓			
Remote work		✓			
Psychosocial demands		✓			
Critical incident response		✓			

Equipment Use	0	1	2	3	4
Car/Truck			✓		
Forklift	✓				
Pallet Jack	✓				
Computer/Keyboard					✓
Kitchen appliances			✓		
Environmental	0	1	2	3	4
Low lighting		✓			
Strong lighting		✓			
Prolonged Noise		✓			
Dusty environments		✓			
Vibration		✓			
Uncontrolled temperatures		✓			
Work outside – no shelter		✓			
Work in client homes	✓				
Chemical/Biohazard	0	1	2	3	4
Infectious Waste	✓				
Flammable Substances		✓			
Fumes/aerosols		✓			
Hazardous substances		✓			

Additional Potential Hazards: N/A	
Assessed by: Volunteer Services Manager	Date: July 2026