

MOSS POSITION DESCRIPTION

Volunteer Coordinator

Striving to End Homelessness
Sustaining housing and strengthening communities

POSITION	Volunteer Coordinator 0.6 FTE, part-time, 24 hours per week
CLASSIFICATION	Social and Community Services Employee Level 5, generous conditions including a paid lunch break and access to attractive salary packaging.
AWARD	Social, Community, Home Care and Disability Services Industry Award 2010. MOSS Enterprise Agreement 2018
UNION	Australian Services Union (ASU)
REPORTS TO	Program Manager – Support and Community Engagement
APPROVED BY	Mark Goodie (CEO)
DATE APPROVED	August 2026
SIGNED	
DATED	

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Organisational Context

Our Purpose Merri Outreach Support Service (MOSS) was established in 1989 with the goal of empowering individuals experiencing or at risk of homelessness by providing comprehensive support services aimed at enhancing access to housing, support, and social opportunities. Our overarching goal is to address the root causes of homelessness and promote social equity within our community.

Vision: Striving to end homelessness, sustaining housing, and strengthening communities.

MOSS envisions a future where every individual has a secure place to call home, and communities thrive with inclusivity and support.

Mission: MOSS treats all people equally by ensuring they feel welcomed, connected, involved, secure, and supported. MOSS is committed to providing holistic support services that foster stability, independence, and meaningful inclusion within our community.

Our People:

At MOSS, our people are the backbone of our work. Comprised of dedicated individuals passionate about making a difference, we come together to serve our community with compassion and expertise. The team at MOSS includes seasoned community advocates and emerging talent, and we value the unique perspectives and skills each team member brings.

Our Culture:

At MOSS, our culture is rooted in our commitment to social impact and inclusivity. We believe in creating an environment where every voice is heard and respected, fostering a sense of belonging for all. Transparency, integrity, and empathy guide our interactions as we navigate the complexities of the work we undertake. We prioritise continuous learning and growth, providing opportunities for professional development and personal enrichment. Together, we celebrate diversity and champion equity, striving to build a more just and compassionate society.

Our Benefits:

Joining the team at MOSS comes with a host of benefits aimed at ensuring your job satisfaction and well-being.

MOSS offers secure employment with competitive salaries. Our staff are employed under the MOSS Enterprise Bargaining Agreement (EBA), which provides exceptional employment conditions, including superannuation contributions on top of your annual salary, along with salary-sacrificing options.

In addition to standard leave, we provide additional paid leave between Christmas and New Year, along with greater personal leave accruals, generous paid parental leave, and the option to purchase leave. We also provide access to a free employee assistance program, and a range of health and wellbeing supports to ensure our staff feel supported both personally and professionally.

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Position Summary

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The Volunteer Program at Barkly Street Brunswick and Holmes Street Northcote provides social interaction and support to residents of both high-rise public housing estates. The Volunteer Coordinator recruits, trains, and supports volunteers who facilitate on-site activities designed to reduce social isolation and improve health outcomes. These activities include bingo, darts, cards, and a pool competition open to all building residents. Additionally, the program coordinates a weekly Foodbank to provide essential food security to residents and the surrounding community.

The Volunteer Coordinator collaborates with program managers to identify volunteer needs and opportunities while maintaining compliance with relevant policies and standards. This role also ensures that volunteers are engaged and supported in delivering services aligned with MOSS's mission and values. Flexibility and the ability to follow direction are essential in this role, as priorities may shift based on program needs and community demands.

The Volunteer Coordinator reports to the **Program Manager – Support and Community Engagement** and works closely with staff across various programs to foster a positive and inclusive volunteer experience. The Volunteer Program also supports all MOSS programs in volunteer recruitment and management.

Key Responsibilities

- Recruit, screen, and induct volunteers in alignment with MOSS policies and program needs.
- Coordinate and deliver volunteer training, ensuring completion of relevant certifications such as safety, food handling, and first aid.
- Provide ongoing supervision and support to volunteers, ensuring they feel valued and engaged.
- Maintain accurate volunteer records, including training completion, participation, and compliance documentation.
- Work with program managers to identify and fill volunteer needs across MOSS services.
- Organise recognition events and initiatives to acknowledge volunteer contributions.
- Implement and maintain best practices in volunteer management, including adherence to relevant standards and policies.
- Develop and distribute clear communications to volunteers regarding expectations, schedules, and updates.
- Manage budgets and resources allocated to the volunteer program.
- Ensure safe and secure handling of any funds collected through volunteer activities.
- Monitor and evaluate volunteer performance and program impact, providing reports as required.
- Foster a culture of inclusivity, respect, and continuous improvement within the volunteer program.
- Coordinate the Foodbank as a weekly activity of the Volunteer Program.
- Develop activities with volunteers that support the needs of the tenant group on the estates.
- Coordinate and support the Volunteer Visiting Program for tenants at Barkly Street & Holmes Street high-rise towers.

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- Manage a volunteer roster of activities.
- Work with the Program Manager to develop volunteer position descriptions, volunteer agreements, and undertake all MOSS-required pre-volunteer employment checks (e.g., police checks, working with children checks, statutory declarations, referee checks).
- Ensure all MOSS volunteers are adequately trained and supported to undertake their role.
- Convene regular documented volunteer team meetings and provide supervision and individual support to volunteers.
- Work with broader MOSS programs to identify and provide support services to MOSS clients.
- Maintain up-to-date human resource files on all volunteers.
- Maintain statistical records on the number of participants in the Foodbank.
- Safely and securely store all monies collected and work with the administration team to keep accurate records.
- Ensure all volunteers are aware of MOSS Occupational Health and Safety Policy and Procedures, particularly worker safety procedures.
- Provide support to participants of the Social Support Groups by assisting to facilitate transport through the Volunteer Program.
- Work with the Program Manager to develop and maintain the Volunteer Coordination Manual and database.
- Work with the Program Manager to identify, apply for, and manage community grants.

Reporting and Administration

- Maintain volunteer records, including induction, training, onboarding, and offboarding.
- Timely record volunteer program-related data within the SRS electronic database.
- Participate in other HACC reporting requirements.
- Assist management in the preparation of reports as directed.
- Assist management in the preparation and submission of grant acquittals.
- Submit all formal outgoing correspondence for approval by the team leader.
- Adhere to Agency Financial Delegation of Authority and recording practices.

Accountability

- Work in accordance with Merri Outreach Support Service's Policy and Procedures Manual.
- Meet Home Care Standards and other accreditation requirements.
- Be responsible to the team, Program Manager, General Manager, and CEO.
- Attend monthly agency (staff) meetings.
- Actively participate in scheduled supervision with the Program Manager.
- Submit timesheets and leave application forms within required timeframes.
- Meet prevailing Accreditation Standards, currently the Human Services Standards and ISO 9001:2015 and Continuous Quality Improvement requirements.
- Provide annual narrative reports to the MOSS board of directors and DFFH.

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Key Selection Criteria

Qualifications and Experience

- A tertiary qualification in social work, community services, volunteer management, or a related field.
- Demonstrated experience in volunteer recruitment, training and management.
- Knowledge of relevant legislation, policies, and best practices in volunteer coordination.

Skills and Competencies

- Strong interpersonal and communication skills to engage with diverse stakeholders.
- Excellent organisational skills with the ability to manage multiple tasks and priorities.
- Ability to develop and implement volunteer management frameworks and policies.
- Experience in training and mentoring volunteers to enhance their skills and confidence.
- Competency in using databases and digital tools for volunteer record management.
- Understanding of risk management and compliance related to volunteer programs.
- Ability to work independently and collaboratively within a team environment.
- Capacity to adapt to changing priorities and follow direction as required.

Additional Information

Office: This position is based across two locations at 351 Barkly Street, Brunswick & 1 Holmes Street Northcote

Hours of work: 9 am to 5 pm, Monday to Friday.

Website: www.merri.org.au

Occupational Health and Safety:

All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.

Equal Opportunity:

Merri Outreach Support Service is an Equal Opportunity Employer. All staff members have a responsibility to be familiar with MOSS's Workplace Bullying and Harassment Policy.

Diversity:

Merri Outreach Support Service is welcoming applicants from diverse backgrounds and communities including Aboriginal and Torres Strait Islander people, people from Culturally and Linguistically Diverse (CALD) backgrounds, people who identify as LGBTIQ and people with disabilities.

Child Safe Organisation:

Merri Outreach Support Service promotes the safety, wellbeing and inclusion of all children and is committed to practices that instil a child-safe culture.

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Employment is subject to:

- a current Working with Children Check
- a current Police Records Check
- a current Victorian Driver's Licence
- verification of qualifications

Inherent Requirements of the Role

The following table outlines the main physical, psychological, cognitive and work environment requirements of the Volunteer Coordinator role. These requirements are intended to support applicants in understanding the inherent demands and risks of the position.

Element	Key Activity	Frequency
Client Facing and Service Delivery	• Engage respectfully with older people, tenants, volunteers, program participants and community members who may be experiencing social isolation, housing vulnerability, health concerns, disability, mental health concerns, grief, trauma or other complex circumstances.	Regularly
	• Coordinate and support volunteers who deliver social activities, friendly visiting, transport assistance and Foodbank activities in social housing estates and community settings.	Daily
	• Respond to residents, participants, volunteers or members of the public who may present with distress, frustration, confusion, conflict or crisis-related behaviour.	Regularly
Work Environment	• Work across MOSS sites, high-rise social housing estates, communal areas, community rooms, and stakeholder locations, including Barkly Street Brunswick and Holmes Street Northcote.	Regularly
	• Travel between work locations, group activities, volunteer settings, meetings and community-based appointments.	Regularly
	• Work in office and community environments, including open-plan spaces, shared work areas, communal facilities and buildings that may include stairs.	Daily

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Administration Reporting and Technology	• Use organisational technology and systems, including computers, phones, mobile devices, video conferencing platforms, the client database, email and SharePoint, to support client service delivery, communication, record keeping and reporting requirements.	Daily
	• Maintain accurate volunteer records, induction and training records, compliance documentation, rosters, meeting notes, Foodbank statistics, grant information and program documentation.	Daily
	• Handle sensitive personal, volunteer, tenant, client, service and organisational information securely and confidentially.	Daily
Psychological and Cognitive Demands	• Sustain attention, judgement and decision making while managing interruptions, competing priorities, volunteer issues, community requests, deadlines and changing program needs.	Daily
	• Apply relevant policies, procedures, volunteer screening requirements, safeguarding obligations, privacy requirements, risk management processes and funding or program guidelines.	Daily
	• Manage exposure to sensitive information, distressing circumstances or complex community situations while maintaining professional boundaries and seeking support when required.	Regularly
	• Participate in supervision, team meetings, volunteer meetings, reflective practice, cross collaboration and service improvement activities.	Regularly
	• Contribute to a respectful, cohesive and psychologically safe team environment through constructive communication, collaboration and early escalation of concerns.	Regularly
Manual Handling and Physical Tasks	• Undertake general office-based and program tasks, including carrying documents and supplies, setting up activity spaces, handling Foodbank items and moving	Regularly

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between work areas.		
	The role does not involve hands-on personal care, clinical care, or physically assisting consumers with mobility.	Not applicable.

Privacy Notification

We are collecting your personal information for the purposes of processing and considering your application for employment. We will use and disclose the information we collect from you only for these purposes. Unsuccessful job applications are retained for six (6) months and then securely destroyed.

- Your personal information is kept secure and confidential and managed in accordance with Merri Outreach Support Service's Privacy Policy and Confidentiality Policy.

Application Process and Contact Information

For more information about the position, please contact **Hardeep Saini on 0435 171 565**. Additional information about Merri Outreach Support Service can be found on the website: www.merri.org.au

- Applicants should address the Key Selection Criteria in their application and provide three referees, including at least one current or recent supervisor.
- The closing date for applications is 27 August 2026.
- Please forward applications to Hardeep Saini at careers@merri.org.au