

Position Description

Title	Volunteer Systems Support
Business unit	Volunteer and Student Engagement
Location	130 Lonsdale Street, Melbourne
Employment type	Part-Time (0.8 FTE), Ongoing
Reports to	Volunteer Programs Manager

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Volunteer Program Administrator ensures the efficient and effective support of Uniting's Volunteer program through processing applications, onboarding and offboarding, maintaining workforce records, in liaison with service delivery Volunteer Coordinators and local leaders.

2. Scope

Budget:

Nil

People:

Nil

3. Relationships

Position Description

Volunteer Administrator

Internal

- Mission and Equity Division members
- HR Connect team
- ICT
- Service delivery volunteer coordinators

External

- Liaising with Better Impact team
 - Liaising with CV Check
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4. Key responsibility areas

Data Input

- Process incoming volunteer applications
- Enter and maintain accurate records in Better Impact
- Create workforce files for new volunteers
- Initiate and process police record checks in line with organisational requirements

Onboarding of Volunteers

- Ensure completion of required documentation
- Process accepted volunteers to support timely onboarding, in collaboration with ICT and P&C
- Assist in onboarding by preparing and organising new volunteer documentation

Maintenance of records

- Update and archive volunteer workforce files in line with Uniting's privacy and retention policies
- Ensure offboarding processes are completed for exiting volunteers

Team administration

- Support the Volunteer and Student Engagement team with admin tasks as required, including updating volunteer recruitment ads in Seek and Better Impact

People and teams

- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).

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Volunteer Administrator

- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Person specification

Experience

- Experience managing confidential personnel records is essential
- Experience in Better Impact or similar HR software is preferred
- Experience working in a community service organisation is preferred

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- **Volunteer support:** proven capability to educate and advocate for a contemporary, values-based approach to volunteering
- **Team work:** demonstrated ability to work collaboratively and cooperatively with multiple teams across a complex organisation
- **Customer management:** balances willingness to be flexible with the need to maintain accurate and complete records
- **Detail focus:** Excellent attention to detail and a commitment to accuracy

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Position Description Volunteer Administrator

Name:

Signature:

Date: