

Position Description

Position title:	Coordinator, Volunteer Engagement
Position number:	DJ8063
Group:	Justice System Coordination and Reform
Business Unit/Branch:	Office of the Public Advocate
Classification:	VPS 5
Employment status:	Ongoing
Position reports to:	Manager - Safeguarding and Volunteer Programs
Work location:	11/222 Exhibition Street, Melbourne
Position contact:	Name: Jo Kosylo Phone: 0477 053 716 Email: jo.kosylo@justcie.vic.gov.au

ROLE PURPOSE

The role of a Volunteer Coordinator

- Recruitment, induction, advice, training and support to OPA's volunteer programs comprising of approximately 700 volunteers across Victoria
- Provide leadership, supervision, and support to Volunteer Coordination staff to undertake their roles

The Office of the Public Advocate (OPA) is an independent statutory agency that aims to protect the rights and enhance the position of people with disabilities in Victoria.

OPA manages key programs to support its mission, guardianship and individual advocacy, provision of community advice, communications and community education, systemic advocacy and volunteer programs.

The Safeguarding Inclusion and Volunteer Programs area of OPA encompasses three sub programs: Community Visitors, Independent Third Person and Volunteer Coordination.

The Community Visitor Program focuses on protecting the human rights of people in care via regular visits by volunteers covering three streams – Disability, Health or Mental Health. The Independent Third Person Program facilitates communication and provides support to people with a cognitive disability including intellectual disability, mental illness, acquired brain injury or dementia who are required to attend a police interview. It also supports prisoners with an intellectual disability who appear before a Governor's Discipline Hearing through the Corrections Independent Support Officers' (CISO) Program.



The Volunteer Coordination team is responsible for recruiting, training and supporting OPA's volunteers. This position will be responsible for the ongoing recruitment, induction, advice and support to the approximately 700 volunteers in the three programs across Victoria.

The Volunteer Coordinator will also be responsible for providing leadership, supervision, and support to a small team of Volunteer Coordination staff, including a Training Officer and Administrative staff.

The position also assists with overall strategic direction of the volunteer programs under the supervision of the Manager, Safeguarding and Volunteer Programs.

KEY ACCOUNTABILITIES

- Develop and implement an integrated process of recruitment, selection, training, support and monitoring of volunteers consistent with business plans and service delivery focus of the two OPA volunteer programs.
- Provide leadership, supervision and support to Volunteer Coordination staff including implementing the performance appraisal process.
- Provide high quality advice, guidance, training, support and information to volunteers.
- Advocate for the resolution of complex issues, under pressure and to tight timeframes.
- Develop a volunteer engagement strategy including implementing and chairing a Volunteer Consultative Committee and coordinating a program of reward and recognition for volunteers.
- Develop, organise and manage OPA volunteer events including: bi-annual OPA Volunteers Conference, annual CV Meeting, bi-annual National Volunteers Week event and other related volunteer events.
- Develop, implement and oversee a bi-annual OPA volunteer survey.
- Oversee the establishment and ongoing maintenance of an integrated volunteer data base for all volunteer involvement in OPA.
- Oversee the development, implementation and monitoring of appropriate OPA wide volunteer policies and procedures.
- Contribute to the effective management of volunteer programs to ensure they meet legislative and other requirements.
- Maintain contact with and represent OPA at appropriate volunteer events and networks to maintain the highest level knowledge and expertise on volunteering in Australia.
- Oversee the statutory appointment process for Community Visitors.
- Contribute to the work of OPA by representing OPA in a range of forums in a manner which promotes positive working relationships with stakeholders.

KEY SELECTION CRITERIA

Technical Expertise

- Detailed knowledge of the Victorian disability and mental health sectors
- Extensive skills and experience working with volunteers and a thorough understanding of the practical implementation of relevant standards and legislation
- Knowledge on best practice in volunteer recruitment and management in complex programs.



Personal Attributes

- **Outcomes Thinking:** Establishes mechanisms to monitor impact of work on the community; ensures team/ organisation's operating and delivery model is designed in ways that creates a positive impact on community.
- **Working Collaboratively:** Guides others to create a culture of collaboration; identifies, and works to overcome, barriers to knowledge or information sharing; identifies opportunities to work with other teams to deliver outcomes.

Meaningful Outcomes

- **Partnering and Co-creation:** Builds and maintains partnerships to achieve objectives; coaches others on the co-creation process and builds team commitment to co-creation by demonstrating personal commitment; builds trust in partnerships through timely and quality delivery of outcomes; facilitates discussion and navigates differences of opinion to reach decisions.
- **Future Focus:** Understands the broader context when reviewing an issue or problem and supports others to do so. Is future oriented in analysis, thought and action; actively seeks out new technology to enhance team systems, processes and service delivery. Undertakes planning to ensure the organisation is future ready through managing change.

Enabling Delivery

- **Project Delivery:** Translates strategies into programs or projects that enables achievement of outcomes required; defines governance e.g. success measures, roles and responsibilities, progress monitoring) required to manage risks and maximise probability of success.
- **Political and Organisational Context:** Uses formal and informal influencing relationships and decision-making processes; ensures solutions or actions adhere to values, ethics, responsibilities, legal obligations and limits that apply to an organisation; considers priorities and interests of various groups and key individuals.

Authentic Relationships

- **Interpersonal Skills:** Detects the underlying concerns, interests or emotions that lie behind what is being said and done; presents as genuine and sincere when dealing with others; projects an objective view of another's positions; uses understanding of individuals to get the best outcomes for the person and organisation.
- **Communicate with Impact:** Makes a positive impression on others and comes across with credibility; communicates orally in a manner that is clear fluent and holds the listeners' attention; able to deal with difficult and sensitive topics and questions.

People Leadership

- **Managing People:** Holds self and team accountable to public sector values and agreed performance standards; supports achievement of outcomes by anticipating and resolving issues; establishes and implement actions to increase level of people engagement; creates opportunities for recognising performance.

- **Develop Capability:** Develops and applies frameworks to develop capability at organisation level; clearly defines role expectations, monitors performance, provides timely and constructive feedback and facilitates employee development; empowers others by providing them with the authority and latitude to accomplish tasks; creates learning opportunities and appropriately delegates responsibilities to further the development of others.

Qualifications

- Extensive experience as a Volunteer Coordinator/Manager is highly desirable.
- A relevant appropriate tertiary qualification in social science or a related discipline is desirable.

IMPORTANT INFORMATION

- The salary range for this position is set out in the Victorian Public Service Enterprise Agreement 2024. Please refer to the Department of Treasury and Finance website (dtf.vic.gov.au) for further information.
- Department policy stipulates that salary upon commencement is paid at the base of the salary range for the relevant grade. Any above base requests require sign off by an executive delegate and will be by exception only or where required to match the current salary of Victorian Public Service staff transferring at-level.
- If you have previously left the VPS on a departure/ separation package, employment restrictions may apply.
- You may be required to mobilise to other areas to support priority projects or programs.
- The department is committed to providing and maintaining a working environment which is safe and without risk to the health of its employees.

SAFETY COMMITMENT

- Staff safety commitment - Actively participate in health, safety, and wellbeing (HSW) programs and proactively report on all HSW incidents through the Justice Incident Management System (JIMS) to embed and support a strong safety-first culture that supports the HSW Strategy's vision of "a workforce that thinks safety and works safely".
- Manager safety commitment - Create and maintain a working environment, that takes a zero-tolerance approach to unsafe practices and behaviours, which supports the HSW Strategy's vision of "a workforce that thinks safety and works safely".
- Child safety commitment - The Department of Justice and Community Safety is committed to the safety and wellbeing of children and young people. We seek to prevent harm of any kind impacting children and young people and have zero tolerance for racism, child abuse and inequality. Children and young people's rights, relationships, identity, and culture must be recognised and respected, their voices heard, and their concerns acted upon. We aim to foster a culturally safe, child safe and



child friendly environment for all children and young people we have contact with, deliver services to, or are impacted by our work.

PRE-EMPLOYMENT CHECKS

All appointments to the Department of Justice and Community Safety are subject to reference checks, pre-employment misconduct screening and Nationally Coordinated Criminal History checks. Some positions may also be subject to a Declaration of Private Interests (for executive and responsible officer roles), medical checks, and/or 'Working with Children Check.'

If the position is based in a prison, youth justice facility or community corrections location, or has offender management responsibilities, or access to sensitive information, employment may be subject to a number of additional pre-employment security and safety checks, including, but not limited to:

- Pre-employment Security and Misconduct Checks (Declaration Form)
- Nationally Coordinated Criminal History Check (NCCHC) and International Police Clearance (if applicable)
- VicRoads Information Check
- Drivers Licence Check(s) (if applicable).

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For Aboriginal Prioritised or Designated positions, a Certificate of Aboriginality (CoA) will be required prior to an offer of employment being made.

Aboriginal and Torres Strait Islander applicants are welcome to utilise support from the Aboriginal Recruitment Team throughout the recruitment process. Aboriginal candidates are encouraged to contact Aboriginalrecruitment@justice.vic.gov.au if they would like cultural support and guidance through the application process.

VALUES AND BEHAVIOURS

Department of Justice and Community Safety employees are required to demonstrate commitment to:

The Victorian Public Sector Values: responsiveness, integrity, impartiality, accountability, respect, leadership and human rights.

The Environment: The department is committed to minimising its environmental impact and requires all staff to comply with its environmental policy.

Recordkeeping: The department is committed to good recordkeeping and requires all staff to routinely create and keep full and accurate records of their work-related activities, transactions and decisions, using authorised systems.



Diversity: The department values an inclusive workplace that embraces diversity and strongly encourages applications from Aboriginal people, people with disability, people from the LGBTIQ community, and people from culturally diverse backgrounds.

FURTHER INFORMATION

Please visit the [Office of the Public Advocate \(http://www.opa.vic.gov.au\)](http://www.opa.vic.gov.au) and or more information about OPA's work, the organisational structure and annual reports, and about the Department on the [Department of Justice and Community Safety website \(http://www.justice.vic.gov.au\)](http://www.justice.vic.gov.au) for information on:

- Organisational values and structure
- Our policies such as privacy and conflict of interest
- The Victorian Public Service (VPS) code of conduct
- Our commitment to the safety and wellbeing of children.