



## Position Description – Volunteer Coordinator – September 2026

### Core Duties

#### **Volunteer Recruitment & Training:**

- The Volunteer Coordinator will manage a recruitment process designed to identify and qualify high-quality volunteers with the skills and personal attributes to succeed in their role.
- Ensure volunteer records and ongoing notes are maintained within Better Impact Volunteer Management system, including effective management of applicant lists and ongoing work to improve the volunteer side of the platform
- The Volunteer Coordinator will oversee the training and induction of new volunteers and provide them with the knowledge, skills and resources needed to perform their role.

#### **Volunteer Management**

- The Volunteer Coordinator will be responsible for building a strong and cohesive team of volunteers who feel well supported and valued in their role.
- The Volunteer Coordinator will provide a fortnightly newsletter for volunteers. Support to volunteers and preparation assistance to a monthly volunteer meeting, as well as maintain regular contact with volunteers to provide debriefing, guidance and support as required.
- The Volunteer Coordinator will provide ongoing opportunities for education, training and development to volunteers.
- The Volunteer Coordinator will collect, manage and report volunteer data and maintain effective communication channels.
- The Volunteer Coordinator will construct and execute an annual volunteer engagement and recognition plan
- The Volunteer Coordinator will prepare and manage a support roster for our volunteers, 4 weeks in advance, based on the needs of our clients
- The Volunteer Coordinator will work with the Care Coordinator to identify and suggest volunteers for placement into effective and consistent work where possible

## **Service Coordination**

Support the Care Coordinator in all aspects of their role when not available for work or on leave. From the Care Coordinator Position Description, the below areas apply:

- The Care Coordinator will receive referrals, undertake in-home assessments, client briefings and volunteer briefings to make successful volunteer placements that meet the needs of clients, their families and/or carers.
- The Care Coordinator will manage relationships with clients and their carers to facilitate the provision of high-quality support.
- The Care Coordinator will manage and effectively communicate a support roster to clients and volunteers.
- The Care Coordinator will respond to service delivery issues, problems, and conflicts promptly so that they can be effectively managed.
- Provide a thorough handover on completion of covering the Care Coordinators responsibilities

## **Other Duties**

- The Volunteer Coordinator will be cognisant of legislative requirements as they relate to volunteers and community service to ensure that the organisation's practices & services consistently align with legislative, industry & industrial requirements, including lead responsibility for volunteer compliance within the Fit2Work platform
- The Volunteer Coordinator will undertake training and professional development and stay connected to networks that allow them to maintain best practice and compliance in relation to volunteer and palliative care services.
- The Volunteer Coordinator will maintain accurate and confidential records in relation to volunteers. They will also provide contact and bereavement support to volunteers after the passing of a client.
- The Volunteer Coordinator will contribute to DFFH reporting and monthly report for the Committee of Management on all aspects of the volunteer operations
- The Volunteer Coordinator will be available to work additional hours, to deliver volunteer training and meetings as required by the organisation.
- The Volunteer Coordinator will provide back-up support to an after-hours phone service so that volunteers or clients can make urgent contact when required overnight and on the weekend.
- Effectively manage tasks and projects within Monday.com

## Key Performance Indicators

- Attraction and retention of an actively engaged and appropriately skilled volunteer workforce. Measured by:
  - All new volunteer applicants contacted within 72 hours and then every two months until onboarding is completed. Existing volunteers contacted on a minimum every 4 months
  - A rolling 12 month volunteer engagement and recruitment plan, reported quarterly, detailing continuous training, meetings, activities, recognition program, feedback and actions arising
  - 100% completion of a volunteer support and bereavement process for the passing away of each client in our care
- Provision of high-quality volunteer support coordination that meets community expectations and contributes to a high level of trust and regard for the organisation. Measured by:
  - 4 weekly roster completed and delivered to volunteers by the 3<sup>rd</sup> Thursday of each month. Reconciliation and reporting on hours completed by the volunteer workforce.
  - A quarterly report from Fit2Work on volunteer compliance where 75% of the volunteer workforce and 100% of volunteers working in homes is compliant with Working With Children and Police checks
  - Self-managed and approved professional development with accompanying reporting on how those learnings are implemented to the benefit of the organisation.
- Adherence to the Vision, Values and Mission of Community and District Hospice.