

POSITION DESCRIPTION

THE ORGANISATION



ROLE:	Volunteer Recruitment & Development Coordinator	TEAM:	Human Resources Team
SUPERVISOR:	Team Leader Human Resources	DATE REVIEWED:	January 2023
<p>ABOUT INTERCHANGE OUTER EAST:</p> <p>We support families. Family wellbeing has always been and will always be at the core of everything we do. This means building strong relationships between families and our team, underpinned by listening and trust.</p> <p>We engage and empower children and young people with disabilities. We operate within a human rights framework that respects the dignity of all individuals. For us and our community, this is about children and young people having opportunities to deepen relationships, have fun, develop skills, enhance health and wellbeing, and build independence.</p> <p>We build inclusive communities. We value our Interchange Outer East community and encourage everyone to make a contribution. This builds inclusive, cohesive and equitable communities. Our community includes a range of people, such as families, children and young people, our team of staff and volunteer, partners and other community members.</p>			
EMPLOYEE PURPOSE	Be family focussed Uphold human rights Participate and encourage an inclusive community Develop trust with all in the IOE community Contribute to a safe and fun environment	AIM OF ROLE	To be responsive and supportive of the agencies needs around volunteering.
JOB SUMMARY	The volunteer recruitment and development coordinator manages the recruitment, training, placement, support and retention of volunteers across the agency. With development and support, volunteers provide quality services for young people with a disability and their families, through hands on involvement in service provision and an understanding of the issues that exist for families.		
KEY OUTCOMES	<ol style="list-style-type: none"> 1. To work in tandem and collaborate with the pathways coordinator to create engaging organisational outcomes for all stakeholders. 2. Provide a fun, safe and engaging environment for new and existing volunteers and contribute to service development to optimise the value, benefit and sustainability of volunteer services. 3. Actively utilise our volunteer management system (Better Impact) to optimise engagement and communication with our volunteer team. 4. Advertise and recruit volunteers in a timely manner, engaging them appropriately on programs across the organisation. 5. Be the go-to person for all training, on boarding and engagement for IOE's volunteers. 6. Maintain relationships with existing partners and develop new relationships with external organisations, schools, and universities to promote IOE's volunteer program. 7. Engage in networking opportunities. 8. Design & implement evaluation methods, regularly collect and analyse qualitative & quantitative data to monitor, evaluate & improve program impact and service quality. 9. Build awareness, understanding and participation in IOE's volunteer programs to achieve departmental outcomes and ongoing improvement. 10. Research and develop engagement methods that target the goals and motivations of existing volunteers, including volunteer days, camps and other events. Create and manage events that celebrate and recognise the value and contribution of volunteers. 11. Monitor and maintain all current social media outlets for the purpose of volunteer program growth. 12. Develop and maintain the volunteer plan in line with the wider strategic plan of IOE. 13. Provide written reports for newsletters, reports to funding bodies and publications as required. 		

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RESPONSIBILITIES

CORE CAPABILITIES & EXPECTED BEHAVIOURS

Staff Support

- Provide positive and constructive guidance, mentoring and/or training to all staff around productively working with volunteers/placement students.
- Contribute to maintaining a productive and harmonious team.
- Treat colleagues with respect and dignity.
- Support your fellow team members to work well and achieve desired outcomes.
- Be honest and open and communicate any concerns regarding individual's needs, work practices or working conditions to your manager.

Volunteer Support

- Be the first contact point for the recruitment of new volunteers/placement students.
- Treat all individuals with respect and dignity.
- Facilitate the sign-up process of new volunteers/placement students.
- Facilitate orientation training of new volunteers.
- Contribute, develop and maintain up to date and relevant support and emergency management plans for volunteers.
- Where volunteers are under the age of 18 years involve and connect with their parents/guardians.
- Provide positive and constructive feedback, support and nurturing to volunteers/placement students.
- Identify training needs, develop programs, and offer training to volunteers.
- Plan and facilitate volunteer appreciation.
- Model good working practices to staff/volunteers when working with participants, families and community members.
- Coordinate volunteer activities and camps whilst meeting financial guidelines.
- Seek and apply for grants that will benefit the volunteer program.

Administration

- Complete incident reports where necessary.
- Develop and maintain good recording practices including but not limited to induction and training plans, case notes, meeting notes.
- Develop and complete medication sheets.
- Ensure that restrictive practices are recorded and reported in line with current legislation.
- Complete a timesheet fortnightly.
- Consult with line management regarding any changes to your working hours and leave.
- Complete a leave application when required.
- Provide accurate acquittal of IOE expenditure.
- Maintain a healthy and safe workplace and environment for all, including the cleaning up of areas used.

Training

- Participate in ongoing training and skills development.
- Attend Interchange Outer East induction.
- When required, undertake sessions in:
 - Position induction
 - Human rights
 - Developing support information and communication support plans
 - Positive behaviour support.
 - Understanding restrictive intervention and legislative requirements.
 - Volunteer support training.

IOE Responsibilities

- Work within the strategic plan of IOE
- Work collaboratively with all programs towards a common goal.
- Maintain confidentiality.
- Use work practices that respect all individuals.
- Participate in quality processes.
- Attend relevant staff meetings.
- Attend and contribute to workings groups and meetings which contribute to the development of the service and IOE as a whole.
- Be available to participate on camps and activities where required.
- Be a part of an 'on call' roster periodically throughout the year.

KEY SELECTION CRITERIA

- Capacity for high levels of self-responsibility and independence.
- Work within a team-based approach.
- Clear and effective communication skills that meet the needs of various skill levels.
- The ability to communicate effectively with a wide range of people from different backgrounds.
- Be able to effectively write and develop documents.
- Commitment to learn and develop skills.
- A focus on developing solutions to issues that arise through work practices.
- Ability to effectively handle interpersonal and work management pressures in a professional and positive manner.
- Ability to manage and address conflict.
- Ability to work with people who can be in difficult situations and under stress.
- Experience using volunteer management systems preferable.

KEY RELATIONSHIPS AND INTERACTIONS

- IOE Recreation Services Team
- IOE leadership team - team leaders, managers, CEO.
- Pathways to employment coordinator
- IOE volunteer and student workforce
- Various teams throughout IOE which place volunteers.

QUALIFICATIONS AND PROFESSIONAL MEMBERSHIPS

- A minimum Certificate III qualification, or equivalent proven experience, in a related field.

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