



City of
Norwood
Payneham
& St Peters

COORDINATOR, VOLUNTEER SERVICES

POSITION & PERSON DESCRIPTION

August 2024

POSITION DETAILS

DEPARTMENT:	Community Development
UNIT:	Arts Culture & Community Connections
SECTION:	Volunteer Services
ORGANISATIONAL RELATIONSHIP:	Reports to the Manager, Arts Culture & Community Connections. The Position is also expected to work in collaboration with Volunteer Program Coordinators, Events and Community Services.
DIRECT REPORTS:	Nil.
AWARD:	<i>South Australian Municipal Salaried Officers Award and the City of Norwood Payneham & St Peters' Municipal Officers Enterprise Agreement</i>
CLASSIFICATION:	General Officer, Level 3 – 4 <i>Dependant upon level of skills, knowledge and experience.</i>
SPECIAL CONDITIONS:	Out of hours work required from time-to-time.

POSITION OVERVIEW

The Coordinator, Volunteer Services is responsible for the co-ordination of the Council's Volunteer Service. This includes:

- coordinating the volunteer lifecycle including advertising, recruitment, onboarding, training, development, retention and offboarding;
- providing ongoing support, training and coaching to support volunteers to enable them to meet the requirements of their roles;
- providing support to Council Departments to identify roles and new opportunities for Volunteers;
- maintaining data and systems for accurate reporting; and
- coordinating activities and initiatives that recognise achievements, service milestones and the contribution Volunteers make.

The Coordinator, Volunteer Services participates in the development and implementation of appropriate systems, policies and procedures which support a best practice, high performing and legislatively compliant Volunteer Service.

The Coordinator, Volunteer Services works with the Manager, Arts Culture & Community Connections to continuously develop Volunteering opportunities, promote Volunteering across the city and support people management matters related to the Volunteer Service.

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POSITION OBJECTIVES

- Coordinate the volunteer lifecycle including advertising, recruitment, onboarding, training, development, retention and offboarding.
- Identify, develop and promote volunteering opportunities and increase volunteer participation rates and the impact volunteers have across the City of Norwood, Payneham & St Peters.
- Ensure the Volunteer Service is legislatively compliant, operates with best practice and effectiveness.
- Provide support, advice and guidance to Council staff working with volunteers across a range of Council programs and services, to build organisational capacity and capability in the effective and efficient management of volunteers in line with the Council's strategic objectives.
- Continually assess the changing needs of the local community, evaluate the impact of the Council's volunteer service, and seek opportunities to refine and develop improved volunteer programs and service delivery.

KEY RESPONSIBILITIES

1. VOLUNTEER SERVICE COORDINATION

- Develop and implement the Council's Volunteer Strategy.
- Coordinate the Council's Volunteer Service including:
 - collaborating with Council Departments to assess organisational needs and identify volunteering opportunities;
 - identifying induction and training needs for Volunteers and Volunteer Program Coordinators; and
 - designing processes and systems which support the delivery of the Council's Volunteer Service.
- Coordinate the volunteer lifecycle including advertising, recruitment, onboarding, training, development, retention and offboarding.
- Maintain and develop volunteer information, tools, and resources for the purpose of enabling volunteers to better meet their responsibilities and deliver community outcomes.
- Develop and maintain the Volunteer management system, service reviews and reporting.
- Provide advice and support to staff and stakeholders on matters associated with to the Council's Volunteers.
- Evaluate the risks associated with each volunteer position and take appropriate action in adherence to the Council's WHS policies and procedures.

Performance Indicators

- Ensure a coordinated approach to effectively manage volunteers that is in line with National Standards for Volunteer involvement and addresses legislative requirements.
- The Council's Volunteer Strategy action plan is effectively implemented, on schedule and to a high standard.
- Effective processes are developed and implemented to support Volunteering outcomes.
- A high-quality internal service is provided to other staff.

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- Accurate records are kept in compliance with the *State Records Act 1997*.
- Integrity in managing private, sensitive and confidential information is maintained.

2. VOLUNTEER SERVICE DEVELOPMENT

- Contribute to and assist with the development and review of policies, processes, systems and procedures associated with the Council's Volunteers.
- Participate in external and local government volunteer management networking forums to identify and inform best practice responses to emerging needs and opportunities.
- Research National, State and Local volunteering trends and best practices to inform volunteer service continuous development.
- Review the Council's Volunteer-involving programs regularly to ensure programs are delivered efficiently, effectively, to best practice standards and meet community needs.
- Undertake activities that increases the profile of Volunteering with the Council and within the City.
- Co-ordinate promotional material, information and communication that promotes the Volunteer Services Program.
- Liaise with stakeholders (internal and external) regarding the Volunteers Services Program.
- Liaise with and assist other local organisations (located within the City of Norwood Payneham & St Peters) with the promotion of Volunteering opportunities and recognition.
- Design and deliver an Annual Recognition Program for Volunteers.

Performance Indicators

- An annual documented evaluation of the Volunteer Services Program.
- Attendance at network events is documented and new ideas are initiated.
- Policies, processes, systems and procedures are reviewed and adapted for efficiency or effectiveness.
- Advice pertaining to the Volunteer Services Program is timely, of high quality and is accurate.
- Promotional material is clear, informative and engaging.

3. REPORTING

- Collect and maintain data and statistics and regularly report on the Volunteer Service, as requested.

Performance Indicators

- Integrity in managing private, sensitive and confidential information is maintained.
- Regular reporting is completed.

Information pertaining to the Volunteer Service is timely, high quality and accurate.

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SELECTION CRITERIA

ESSENTIAL CRITERIA

- Minimum of two (2) years' experience working in customer service, community service or volunteer management.
- Excellent interpersonal skills and communication skills (written and verbal).
- Excellent computer skills working with Microsoft Office products including Outlook, Word and Excel, databases and systems.
- Ability to develop and maintain relationships with internal and external stakeholders.
- Experience with people management.
- Effective time management and prioritisation skills with the ability to deliver outcomes in required timeframes.
- A high level of accuracy and attention to detail.
- No formal qualifications are required.

This Position does not require the application of Tertiary Level Qualifications and is not subject to the Progression Classification in the *South Australian Municipal Salaried Officers Award*.

DESIRABLE CRITERIA

- Experience working with a Volunteer Management System.
- Experience coordinating volunteers in Local Government or a not-for-profit organisation.
- Knowledge of the *Australian National Standards* for Volunteer Involvement, diversity and inclusion principles.
- Experience in program evaluation, planning, data collection and analysis.

JOB REQUIREMENTS

- National Criminal Record (Police) Clearance with no adverse findings.
- *Department of Human Services (DHS) Working With Children Clearance*.
- Be fit to undertake the inherent job requirements and the physical demands of the position and remain so during employment in accordance with reasonable work, health and safety expectations, and relevant policies and procedures.
- Current Drivers Licence.
- Completion of training & attainment of skills applicable to Award Classification.
- Attend training courses and relevant staff development courses and maintain competency levels.
- Complete duties as requested by a more senior officer than yourself.
- Complete duties within the timeframes allocated.
- Out of hours work required from time-to-time.

WORK HEALTH & SAFETY RESPONSIBILITIES

- In accordance with *Section 28* of the *Work Health and Safety (WHS) Act 2012*, while at work you must:
 - take reasonable care of your own health and safety; and
 - take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and
 - comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the Council; and
 - cooperate with any reasonable policy or procedure of the Council.
- As part of the Council's safety management system, all workers are required to:
 - report any hazards, near misses, incidents, accidents, injury or ill-health which arise in the course of, or as a result of, their work;
 - correctly use, and maintain, any clothing and equipment provided for the purposes of WHS;
 - maintain their workplace in a tidy and safe condition;
 - ensure that their safety, and that of others, is not affected by the consumption of alcohol or other drugs;
 - not interfere with, remove or displace any safety devices, guards or protective equipment unless it is part of an approved maintenance or repair procedure; and
 - actively participate in consultation and consideration of all WHS issues that are pertinent to their workplace.
- Work Health & Safety (WHS) Competencies and training requirements include:
 - Sun Smart UVR (induction)
 - Hazardous Chemicals Awareness (induction)
 - Drugs & Alcohol Awareness (induction)
 - Environmental Hazards General Awareness (induction)
 - Hazardous Manual Tasks Awareness (induction)
 - Fatigue Awareness (annual)
- In addition to your obligations listed above, as a Program Coordinator you are responsible for, and will be held accountable for, maintaining a safe work environment by controlling, directing and monitoring work practices within your area of responsibility, and in particular:
 - communicating the contents of the approved WHS policy, procedures, plans and programs to workers;
 - ensuring adherence to WHS policies and procedures within your sphere of control;
 - maintaining a basic awareness of safety issues within your respective area;
 - providing all workers (staff, contractors and visitors), who are required to enter an area under your control, a safety induction prior to commencing work;
 - coordinating and participating in, local WHS consultation processes;
 - constantly reviewing working procedures and practices within your area of responsibility;

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- ensuring all plant, machinery and equipment is properly maintained;
- identifying, assessing and controlling hazards and WHS risks; and
- providing data related to local WHS performance as required.

Performance Indicators

- Increased awareness of, and compliance with, WHS legislation.
- Safe working practices utilised which are WHS compliant.
- Competency levels maintained and kept up-dated as required.
- Timely reporting of hazards and risks to ensure prevention is attempted at all times.
- Immediate reporting of all accidents and incidences.

ORGANISATIONAL VALUES

At the City of Norwood Payneham & St Peters, all staff are committed to improving the quality of services which are provided to the community. In order to ensure that we achieve this, we have embraced the *Business Excellence Framework* as a mechanism for implementing continuous improvement and as part of this we have adopted a set of Organisational Values and Community Well-Being Model.

The Organisational Values (which are summarised below) form an integral part of the Position & Person Description.

The Organisational Values are a shared set of values to assist in guiding staff behaviour in terms of how we interact with each other and the Elected Members, as well as how we treat people in our community as part of our day-to-day operations and service delivery.



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AGREEMENT

This Position & Person Description accurately reflects and describes the responsibilities, accountabilities, duties and skills required and the expected outputs and outcomes for the position of Coordinator, Volunteer Services.

APPROVED BY:

READ & AGREED TO BY:

Mario Barone PSM
CHIEF EXECUTIVE OFFICER

Insert Name of Incumbent.
COORDINATOR, VOLUNTEER SERVICES

Date

Date

Position & Person Descriptions form an important part of an integrated planning process to ensure that individual performance, and the required outputs and outcomes of each position within the organisation, align with the strategic and corporate directions of the Council as set out in the *CityPlan 2030: Shaping Our Future*. The *Organisational Values* are an integral component of the organisational culture and all staff are expected to perform their duties within the framework of the *Organisational Values*.