

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Volunteer Engagement Coordinator	Department	Community Programs
Location	Alice Springs Central Australia NT	Direct/Indirect Reports	0
Reports to	Regional Manager Central Australia	Date Revised	May 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3	Job Evaluation No:	

■ Position Summary

The Central Australia Volunteer Engagement Coordinator role is to ensure that volunteers are successfully recruited, inducted, resourced, trained and supported to be fully effective in carrying out their important roles within our region. Specific tasks include developing and maintaining volunteer team rosters, creating promotional materials and using social media platforms to ensure that volunteers are recruited and communicated with on a regular basis. This position also involves working closely with Red Cross staff team members to ensure that the volunteer experience is both rewarding and aligned to local project outcomes. This role requires flexibility and availability to respond to diverse community needs.

■ Position Responsibilities

Key Responsibilities

- Ensure that effective, appropriate training, advice and information is provided to volunteers and the community on a regular basis.
- Provide planning and coordination in the development of volunteer rosters to enable the delivery of the Responsible Adult Support Program (RASP) and the Youth in Detention Activity (YIDA) program specifically, and when available, share this information with other relevant partner organisations in a timely manner.
- Ensure the maintenance of accurate, active, reliable, secure database of volunteer contact details, their skills, qualifications and other relevant data.
- Collaborate with the Darwin based Volunteer Hub Team and other teams within Red Cross to improve internal communication and streamline processes to ensure consistent and meaningful volunteering experiences are available to all who seek them.
- Initiate and engage in volunteer review processes to ensure that the voice of the volunteer experience is included in all program review processes.
- Prepare communication, written reports and general correspondence to relevant stakeholders.
- In consultation with the Manager and team, continually identify and implement strategies to improve and expand services in line with the Red Cross Strategic Direction and best practice principles

- Working in collaboration with the Manager, ensure that the program operates within budget and in accordance with approved Red Cross and relevant accounting standards
- In accordance with Red Cross policy and legislation ensure the effective management and resolution of client and volunteer issues, grievances and complaints

■ Position Selection Criteria

Technical Competencies

- Highly developed communication and interpersonal skills including with people from a wide range of backgrounds including Aboriginal and CALD communities
- Ability to work as part of a team environment with the capacity to work independently, adapting to meet changing community and organisational needs
- Experience in handling sensitive and confidential material/information.
- Proven highly developed organisational and time management skills
- Excellent records management and general office administration
- Basic proficiency in MS Office or similar software and experience using databases

Qualifications/Licenses

- A Working with Children check is a mandatory requirement for this role
- Relevant tertiary qualifications, skills and/or experience in community services or related fields.
- Current NT Drivers Licence

Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members. .
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Organisational effectiveness | Valuing voluntary service** | Demonstrated understanding of the benefits of voluntary service and recognises the contribution of volunteers to clients, communities and the organisation.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct

- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters.