

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Volunteer Workforce Coordinator - Retail	Department	Community Mobilisation Team - Vic
Location	North Melbourne	Direct/Indirect Reports	n/a
Reports to	Community Mobilisation Team – Manager - Vic	Date Revised	10 September 2020
Industrial Instrument	Choose an item.		
Job Grade	Choose an item.	Job Evaluation No:	

■ Position Summary

Based in Victoria, the Volunteer Workforce Coordinator – Retail is responsible for building, supporting and embedding a culture of best practice volunteering within Red Cross Shops and retail team in Victoria. The person in will have a strong and collaborative working relationship with the Retail team in Victoria and nationally where required, so as support the collective efforts in workforce planning, learning and development and recruiting of volunteers in Red Cross shops and retail in Victoria.

The role works closely with the Community Mobilisation Team to support a positive, meaningful and consistent experience for volunteers in Victoria.

■ Position Responsibilities

- Work alongside Area Managers, store managers and other retail volunteer managers to proactively plan and coordinator retail volunteer workforce needs
- Travel within the region for any workshops, event and/or recruit volunteers when required.
- Develop, deliver and evaluate tailored recruitment plans/campaigns or events to attract volunteers from within the local community relative to each specific retail location
- Work with Vic retail team to develop / deliver on areas of volunteer manager / volunteer development needs related to improving the volunteer experience
- Foster a culture of collaboration and continuous improvement, which provides the opportunities for volunteers and volunteer managers to provide feedback
- In conjunction with the Area Managers support and ensure the consistent deliver of Red Cross Shops Induction and training is delivered to all volunteers
- Work alongside the CMT staff, HR and Volunteer Directorate to ensure embedding of volunteer systems and processes through the volunteer lifecycle
- Maintain volunteer records and information in the Red Cross volunteer management system
- Work collaboratively with CMT and other state Volunteer Hubs to continually improve and identify processes/systems and development initiatives
- Contribute and participate in any relevant internal and external stakeholder networks that support the delivery of role activities and priorities
- Provide regular workforce insights to Area Managers and retail team
- Liaise with Area Managers, HR, Manager to support any volunteer performance, concerns and complaints and support the agreed resolution

■ Position Selection Criteria

Technical Competencies

- Proven experience in volunteer management or workforce management
- Effective communication and interpersonal skills across verbal, written and public presentations
- Strong project/planning skills, organisational and time management skills
- Experience supporting and delivering capacity building/training activities
- Developed collaboration, problem solving and decision making abilities
- Proven ability to remain calm under pressure and a demonstrated level of maturity required to manage a complex and challenging business
- Demonstrated ability to work proactively and be self-motivated, both independently and in a team environment
- Proficiency in MS office and experience in managing databases

Qualifications/Licenses

- Police check and working with children check are a requirement of his role
- Current Driver's License

Behavioural Capabilities

- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Managing change** | Demonstrated capability to adapt to, support and manage change in a positive way. Ability to work to overcome challenges arising from change and raise concerns constructively.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **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