

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Volunteer Engagement Officer	Department	Community Programs
Location	East Perth	Direct/Indirect Reports	0
Reports to	Community Programs Lead	Date Revised	Mar 2021
Industrial Instrument	WA Enterprise Agreement		
Job Grade	Job Grade 4	<b>Job Evaluation No:</b>	HRC0033033

### ■ Position Summary

The Volunteer Engagement Officer will be responsible for the effective engagement, recruitment, integration and induction of Volunteers within Programs across their region, as well as provide ongoing support to volunteer managers and assist with appropriate on-boarding and off-boarding of volunteers. The role will work closely with the state office to ensure a consistent approach, implement local volunteering strategies and identify and facilitate volunteer opportunities within programs locally. The Volunteer Engagement Officer will provide ongoing support to programs and services that have a high proportion of volunteers.

### ■ Position Responsibilities

#### Key Responsibilities

- Uphold a commitment to the Red Cross Voluntary Services Strategy and best practice principals in volunteering consistent with national best practise
- Coordinate in conjunction with staff the integration and allocation of volunteers across various teams and programs
- Lead recruitment campaigns including advertising and promotion to a targeted market of volunteers, including hosting information sessions
- Manage the recruitment process for volunteers including but not limited to:
  - Processing Expressions of Interest and Application Forms
  - Conducting Interviews and Reference Checks
  - Facilitating Red Cross Induction, other training and briefings as required
- Work in conjunction with Human Resources to ensure:
  - Police Checks are obtained and managed ongoing per the Police Check policy
  - Volunteer's personal details and service hours are accurately entered on the database and maintained
- Ensure appropriate support is provided to volunteers during transits, including early and/or evening shifts as necessary
- Act as an escalation point for all volunteer related matters and resolve issues as necessary
- Liaise closely with client services staff regarding volunteer duty allocations
- Provide briefing, debriefing and feedback opportunities for volunteers
- Provide ongoing support, supervision, training opportunities and performance management for volunteers
- Coordinate volunteer appreciation events / activities

- Work with the Community Development Officer to:
  - Further develop programs and activities that complement the existing suite of volunteer roles
  - Monitor the changing needs of programs.
- Act as a point of contact for volunteer information and advice for programs
- Update volunteering statistics and other databases as required
- Develop and deliver comprehensive reports, collation of statistics briefs and presentations to the Regional Coordinator on a monthly basis and as requested.

## ■ Position Selection Criteria

### Technical Competencies

- Demonstrated experience in volunteer management including experience in volunteer recruitment and retention strategies
- Proven highly developed organisational and time management skills
- Excellent records management and general office administration including proficiency in MS Office or similar software and experience using databases
- Highly developed communication and interpersonal skills including with people from diverse backgrounds
- Demonstrated experience in project coordination, including design, analysis and implementation of projects
- Understanding of Community Development Principles
- Experience and/or skills in training and development
- Ability to demonstrate initiative, and sound ability to solve complex problems.

### Qualifications/Licenses

- Current WA Driver's License or equivalent
- Certificate IV in Volunteer Management or Training & Assessment would be an advantage (or relative experience in Training).

### 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 | 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.
- **Team effectiveness | Managing performance** | Demonstrated capability to take ownership of work and use initiative to deliver results. Accountable for own performance and ability to set clearly defined objectives for achievement.
- **Organisational effectiveness | Thinking strategically** | Demonstrated understanding of how an individual's role and work contributes to achieving organisational goals. Ability to think ahead and plan accordingly.

## ■ 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.