**JOB DESCRIPTION**

# Volunteer Recruitment Coordinator

# **ABOUT UNITING**

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, mental health, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

# **ABOUT THE ROLE**

**Role Purpose**

This role is responsible for Uniting’s volunteer recruitment and providing volunteering support to the business, in line with our Workforce and People Capability strategies.

# ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Volunteeringteam through the following:

* Provide consistent and visible leadership in WH&S behaviours and actions within the team and department and ensure there is a safe working environment and that staff are properly trained to be able to work in a safe manner.
* Work closely with the Head of Department to translate business and strategic objectives into targets, tactical plans and action steps which team members can effectively implement.
* Take responsibility for ensuring that team members have the necessary resources and capability to deliver high quality work. Regularly assesses team member performance, sets objectives and establishes active development plans.
* Understand industry trends and commercial implications and demonstrates knowledge of the impact department advice has on the other Directorates in Uniting.
* Contribute to the development and evaluation of changes and improvements to the to the services provide by the department/team and ensures that changes support the viability of Uniting.
* Confidently establish and maintain a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the a Volunteer Coordinator, your role specifically will:

* Coordinate volunteer recruitment by:
  + Building and maintaining stakeholder relationships Uniting frontline services
  + Attracting through traditional sourcing and local area marketing
  + Screening volunteer candidates
  + Matching volunteer leads to services opportunities
  + Supporting new volunteers to complete their registration (including background checks) and performing reference checks
  + Managing several recruitment channels including Uniting’s website and recruitment system
  + Working through CRM general enquiries to convert them into leads
* Develop stakeholder capabilities through learning activities

# ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

**Your directorate:**  People Experience

**You’ll report to:** Volunteer Lead

# YOUR KEY CAPABILITIES

**Individual leadership**

* **Improving performance -** Works with others and offers suggestions to find ways of doing the job more effectively.
* **Owning the job -** Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
* **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
* **Timeliness of work -** Sets achievable timeframes and works to complete projects, tasks and duties on time.

**Business Acumen**

* **Organisational Operation -** Displays awareness of Uniting’s business objectives and understands how personal objectives relate to those objectives.
* **Organisational Objectives -** Has broad awareness of Uniting’s vision and values and how they apply to issues in the team.
* **Develops and Grows the Business –** Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals**.**
* **Makes Sound Decisions –** Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

# QUALIFICATIONS & EXPERIENCE

**Qualifications:**

Bachelor qualification in a relevant field or equivalent experience.

**Skills and experience:**

Typically, this role will require 2 or more years’ experience in your field of expertise. You will have excellent written and verbal communication skills, ability to network and bring people on a journey, be highly organized, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will be developing good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

* Experience with volunteer management or recruitment
* Demonstrated excellent communication and networking skills
* Confident using technology
* Excellent time management skills
* A commitment to continuous learning
* Excellent relationship management and influencing skills

**Even better:**

* Good knowledge of volunteering best practices

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| **Employee Name:** |  | **Manager’s Name:**  **Title** | Gail Yap |
| **Date:** |  | **Date:** | **4 July 2024** |
| **Signature:** |  | **Signature:** | Gail Yap |