



POSITION DESCRIPTION

POSITION TITLE	Volunteer Engagement Advisor
DIVISION	People, Culture and Engagement
DEPARTMENT	Volunteer Engagement
REPORTS TO	Senior Manager Volunteer Engagement

ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence (BSL) is for an Australia free of poverty. We pursue lasting change for a fairer and more compassionate Australia.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, business and other organisations to address poverty across the nation.

Our work is varied. We deliver services to build capability and confidence across the life course, from the early years, youth and employment, to services for people with disability and for older people in Australia. Our Op Shops and social enterprises are well known. So too are our programs that support digital literacy, energy efficiency and financial wellbeing. We research the causes and effects of poverty and connect policy, practice and research to advocate national, state and local policy solutions for people experiencing disadvantage.

The Brotherhood of St Laurence values diversity and inclusion with regards to its staff and the communities we serve. Our staff and volunteers come from diverse backgrounds, and we aim to create an inclusive working environment. BSL is committed to child, young people and vulnerable adult safety. We want all vulnerable people to be supported, respected, safe, happy and empowered. We are committed to the safety, participation, and empowerment of all our program participants.

DEPARTMENT PURPOSE

The Volunteer Engagement department provide governance, drive and oversight of the strategies to engage community members in volunteer opportunities that support BSL's mission and strategic priorities. The Volunteer Engagement team support employees (Leaders of Volunteers) who, in turn, supervise and support volunteers across BSL to engage them in meaningful opportunities, and provide oversight of the volunteer journey, including recruitment and onboarding. The team also support the appropriate training of Leaders of Volunteers and oversee organisational volunteer recognition strategies.

POSITION PURPOSE

This role will support the development and implementation of the volunteer engagement strategy and framework. It will build and embed the positive and effective engagement of volunteers by partnering with program managers and Leaders of Volunteers to identify and

create meaningful volunteer experiences and roles that support the organisation's mission and strategic objectives.

Bringing subject matter expertise and understanding of contemporary volunteer engagement principles, this role will support employees who supervise and work alongside volunteers through the provision of coaching, supporting Leaders of Volunteer networks, and the creation of learning opportunities for leaders.

KEY RESPONSIBILITIES

- Under the direction of the Senior Manager, support the development and implementation of the Volunteer Engagement Strategy and Framework to build volunteering opportunities across BSL and local communities
- Support Leaders of Volunteers to create a great volunteer experience through advice, learning, coaching and general support
- Work collaboratively with relevant stakeholders to identify, assess, plan and implement volunteer opportunities, programs, and supports, and to grow volunteer participation
- Build and maintain professional, educational and community networks that support continued professional development and create opportunity for partnerships
- Support and work closely with Leaders of Volunteers and relevant teams to design and implement volunteer recruitment campaigns
- Support the development of frameworks, guidance materials, policies, programs and learning that promote and embed the BSL volunteer experience
- Support Leaders of Volunteers to understand and implement the Volunteer Engagement mission, philosophy, values and strategy
- Build knowledge and understanding throughout BSL about volunteer related policies, processes, and guidance materials
- Contribute to strategic and operational planning, drawing on experience and operational perspectives to improve outcomes
- Contribute to continuous improvement activities
- Apply and advise on a risk management and approach to practice, and escalate if areas of concern are identified
- Evaluate the quality of the volunteer journey and experience against operational, compliance and cultural objectives on a regular basis
- Identify and resolve gaps, with assistance from the Volunteer Engagement team and/or Leaders of. Escalating to the Senior Manager/s when gaps are identified
- Consult with leadership teams to provide guidance and support in alignment with Divisional aims and objectives
- Keep well-informed of contemporary volunteer engagement best practice
- Represent BSL at relevant volunteer engagement networks, meetings and other events
- Provide mentoring and coaching to more junior members of the team to support their development as Volunteer Engagement professionals
- Support and advise volunteer teams about volunteer recruitment, selection, onboarding and induction activities
- Conduct ongoing evaluation of the processes to recruit volunteers and recommend improvements, as necessary, in consultation with Senior Manager and program teams
- Support volunteers to increase their understanding of the organisation, clients, participants, services and the role and responsibilities of volunteers

- Add and maintain records of volunteers into central volunteer data management system
- Support information sessions and events
- Assist with monitoring and actioning volunteer inbox
- Support the development and population of Volunteer Engagement internet, intranet and team pages including all resources made available on these pages
- Develop, maintain and review Leaders of Volunteers and volunteer training resources as directed
- Review and edit Volunteer Engagement messaging and stakeholder notifications as necessary
- Other duties as required

TO BE SUCCESSFUL YOU MUST HAVE

- Experience in developing and successfully implementing contemporary volunteer engagement strategies and programs in a similar organisation
- Demonstrated experience in a similar role leading, mentoring and coaching junior members of the team
- Knowledge of current trends, resources and information related to volunteerism
- Proven experience in the provision of a volunteer program/service
- Proven coordination skills
- Sound knowledge, solid understanding and practical application of Volunteering Australia's National Standards for leading practice in volunteer management
- Strong engagement and interpersonal skills with the proven ability to build effective relationships, and liaise across all levels both internally, externally and with people from diverse backgrounds
- Well-developed presentation skills with the ability to present to a wide range of audiences
- Well-developed written communication skills for the preparation of website material, newsletters, generic reports, evaluations, and communications
- Well-developed organisational and time management skills with the ability to plan workload, manage competing priorities and meet deadlines independently in order to meet goals and objectives
- Ability to advocate and influence change
- Understanding of the impact of volunteer engagement on individuals and communities
- Experience and/or understanding of development of webpages, SharePoint pages and online communications software (e.g. Campaign Monitor)
- Must be proficient with MS Office and have experience in using an online database
- Involvement in organising/facilitating/coordinating events
- Understanding of and empathy with the values and ideals of the Brotherhood

MANDATORY EMPLOYMENT CRITERIA

- Specific work requirements include work-based travel and attendance at a variety of different work locations
- Some out of hours may be required
- Proof of eligibility to work in Australia is required
- A satisfactory Police Check is required – BSL will support successful candidates in this process

- A Working with Children Check is required - BSL will support successful candidates in this process

The description of the position is a guide to the duties of the professional activities needed to undertake the position successfully. A review of the position description may occur and may be amended from time to time.