

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Voluntary Service Workforce Advisor	Department	Volunteer Mobilisation Hub
Location	East Perth, WA	Direct/Indirect Reports	Volunteers
Reports to	Mobilisation Lead	Date Revised	Mar 2021
Industrial Instrument	WA Enterprise Agreement		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0033438

### ■ Position Summary

The Workforce Advisor will provide generalist support and advice to staff and volunteers, managers, and members of the hub team. This role will provide advice and support across programs on the volunteer workforce plan for their area which is clear, consistent, and in line with organisational recruitment policies, tools, frameworks, best practice and relevant legislation.

The Workforce Advisor aims to further strengthen Red Cross' relationship with our volunteer workforce by providing readily available access to information on matters which are of importance to them.

The Advisor will also have close links with the program teams, to ensure escalated issues are resolved at a local level where required.

As a Workforce Advisor you will provide support and advice on a range of volunteer recruitment, on boarding, retention, recognition and general queries and or issues, both over the phone, and via email.

You will be allocated specific program groups and portfolios, ensuring queries are responded to in a manner which supports the needs of the workforce.

You will play a role in building the capabilities of line managers, staff and volunteers, and other teams, as well as supporting the development of volunteer policies, tools, and frameworks as required

### ■ Position Responsibilities

#### Key Responsibilities

- Provide advice and coach staff, volunteers and managers on day to day volunteer matters
- Develop and maintain effective and responsive relationships with local teams, and volunteers of the workforce
- Engage, lead and train Hub volunteers to support with service delivery, projects and research
- Develop and maintain an in-depth knowledge of the programs ensuring an understanding of current and future volunteer issues e.g. compliance
- Develop and maintain effective relationships with the volunteer recruitment team, as well as other areas of volunteer directorate
- Work effectively and collaboratively with local teams ensuring they are kept up to date with activities, and that the workforce advisor team is briefed on any potential issues or local initiatives (such as a change management process)
- Work collaboratively with the Mobilisation Hub team members providing assistance and support during peak workloads

- Using trends and gaps identified develop strategies for and work collaboratively with programs to improve volunteer engagement and retention
- Implement volunteer management training relevant for programs to ensure volunteers are engaged and retained
- Contribute to the implementation and ongoing development and maintenance of the Page up on boarding portal
- Support the Senior Manager in the development and implementation of projects as required
- Maintain knowledge by participating in educational opportunities, reading professional publications, maintaining personal networks and participating in professional organisations
- Meet service delivery indicators and annual plan requirements.

## ■ Position Selection Criteria

### Technical Competencies

- Proven track record in a generalist volunteer workforce advisor position, working with both staff and volunteers
- Strong ability to be a flexible, positive and collaborative team member
- Sound ability to communicate both written and verbal with a broad range of people
- Demonstrate or be prepared to build positive relationships with communities, organisations and stakeholders in WA
- Great administration skills
- Experience working with diverse community groups and partners
- Ability to work in a team-based, collaborative environment
- A strong influencer, communicator and driver of change
- Great interpersonal skills with the ability to work with a diverse range of people
- Experience in working with and supporting volunteers and/or members
- Experience in providing support and advice in a diverse organisation
- Exceptional communication skills
- Sound understanding of volunteer standards, best practice policies, principles, and relevant research. Demonstrated experience in providing a high level of accurate and timely information.

### Qualifications/Licenses

- Relevant tertiary qualifications will be highly regarded
- A Working with Children check is a mandatory requirement for this role.

### 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.