**JOB DESCRIPTION**

# Volunteering Specialist

# **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 developing and delivering Uniting volunteering programs to achieve growth in volunteer and Uniting services participation.

# ROLE KEY ACCOUNTABILITIES

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

* Provide consistent and visible WH&S behaviours and actions within the team and department.
* Work closely with the Lead to translate business and strategic objectives into targets, tactical plans and action steps.
* 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 Volunteering Specialist, your role specifically will:

* Collaborate with key stakeholders and volunteers to deliver and manage a core suite of Uniting volunteering programs, such as recruitment, retention, marketing and corporate engagement.
* In line with the organisation and People Experience strategies, and in conjunction with the Volunteering Lead, develop and implement initiatives to drive growth, retention, and core enablers such as learning
* Managing, by influence, program and service managers to achieve a best-in-class volunteer experience and participation levels which meets Uniting’s workforce needs
* Drive internal business development to generate new pipelines into the organisation for volunteering
* Collaborate with corporate teams to achieve organizational-wide awareness and positive people experiences for volunteers and their teams
* Establish and maintain strategic partnerships with community and businesses, to enable targeted recruitment of high value roles

# 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:** Volunteering 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 3 years or more years’ experience in program or volunteer management, with experience managing stakeholder groups. It requires excellent written and verbal communication skills, problem solving, collaborative work, the ability to navigate a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

* Experience with program design and large-scale delivery
* Experience managing diverse stakeholder groups of 100+
* Strongly process driven to achieve efficient workflow and practices

**Even better:**

* Experience with volunteer marketing, including digital strategies such as SEM
* Experience with workforce planning
* Experience leading business development

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| **Employee Name:** |  | **Manager’s Name:**  **Title** | Gail Yap  Volunteering Lead |
| **Date:** |  | **Date:** | 19 February 2024 |
| **Signature:** |  | **Signature:** |  |