

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Volunteer Recruitment Officer	Department	Volunteering
Location	Flexible	Direct/Indirect Reports	0
Reports to	Volunteer Recruitment Team Leader	Date Revised	January 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3	Job Evaluation No:	

Australian Red Cross is part of the world's largest humanitarian organisation. As an organisation independent of government and with no political, religious or cultural affiliation, our vision is human dignity, peace, safety and well-being for all. Our purpose is supporting and empowering people and communities in times of vulnerability, preventing and alleviating suffering across Australian and internationally through mobilising the power of humanity.

■ Position Summary

The Volunteer Recruitment team has both a strategic and operational role. Strategically it ensures recruitment activities reflect good practice, are contemporary and contribute to an attractive brand for volunteering. Operationally the team contributes to the volunteer recruitment process by taking responsibility for sourcing, applicant pre-start checks, preparing an offer and entering applicant data on Pivotal, the Volunteer Management System.

Supported by the Volunteer Recruitment Team Leader, the Volunteer Recruitment Officer will work collaboratively with others and is driven by Key Performance Indicators to contribute to an efficient, consistent and customer focused on boarding experience for all volunteer applicants.

The Recruitment Officer will coach and develop others to continually improve volunteer recruitment outcomes and maintain positive relationships and open communication with volunteer applicants and internal stakeholders.

■ Position Responsibilities

Key Responsibilities

- Play a key role in managing and processing volunteer applicants through their onboarding process.
- Be a champion for risk and system management.
- Build the capability of internal stakeholders to complete volunteer onboarding consistently and efficiently.
- Provide exceptional customer service to volunteer applicants.
- Support the development of consistent and targeted sourcing materials.
- Provide a positive contribution to a team.
- Support the review and implementation of procedures, which aim to support a positive volunteer experience for volunteer applicants.
- Manage volunteers.
- Team member may focus on a particular task/s during times when workload peaks in certain areas.

■ Position Selection Criteria

Technical Competencies

- Strong administrative skills and database experience
- Demonstrated ability to manage compliance systems, including police check systems
- A strong communicator and ability explain policy and process
- Strong ability to train and build the capacity of others in systems and processes
- Great interpersonal skills and ability to provide excellent customer service
- Demonstrated ability to apply critical thinking
- Experience in working with and supporting volunteers and/or members

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.
- **Team effectiveness** | **Managing change** | Demonstrated capability to adapt to, support and manage change in a positive way. Ability to work to overcome challenges arising from change and raise concerns constructively.
- **Team effectiveness** | **Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **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.
- **Organisational effectiveness** | **Innovating and improving** | Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.

■ 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