

Position Description

Title	Volunteer Coordinator
Business unit	Home and Community Care Program for Younger People (HACC-PYP)
Location	185 Baillie Street, Horsham
Employment type	Full-time, Ongoing
Reports to	Team Leader HACC-PYP

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

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

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

HACC-PYP is for people aged under 65 and Aboriginal people aged under 50 who need assistance with daily activities, including personal care, dressing, preparing meals, house cleaning, property maintenance, community access and using public transport.

The HACC-PYP Volunteer Coordinator will provide an active service model with the emphasis on coordinating, recruiting, training, supporting and retaining volunteers to assist consumers to participate in everyday activities, maintain or rebuild confidence, improve social connectedness and emotional wellbeing, and stay active and healthy.

This position will work in a way that promotes human dignity and creates conditions for social justice and equity.

2. Scope

Budget:

nil

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People:

HACC-PYP Volunteers

3. Relationships

Internal

- Client service teams
- Respite support workers
- Uniting Volunteer services
- Uniting HACC-PYP team members
- Uniting Northwest team members
- Uniting Carer Services team members
- Other Uniting staff and volunteers

External

- Consumers / Clients
 - Community Service Providers as required
 - Vendors & Suppliers
 - Volunteer networks
 - Other providers and partners
 - Commonwealth, State and Local Government departments as required.
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4. Key responsibility areas

Service delivery

- Lead the recruitment, training and retention of volunteers who contribute to the delivery of HACC-PYP programs.
- Assist with the co-ordination and planning of the operation and delivery of HACC-PYP services.
- Lead implementation of processes for engaging volunteers, participants and carers in the ongoing development, review and evaluation of activities.
- Refer to individual's goals, take account of diversity and the needs and preferences of participants when planning programs and activities.
- Oversee and as required, participate in capacity building and social inclusion activities for participants.
- Assist in the support and training of Community Care Workers and Volunteers in line with activity requirements.
- Assist in the implementation of clear processes for Community Care Workers and Volunteers to monitor, observe and provide feedback on the programs and activities.
- Participate in meetings necessary to meet the ongoing success and requirements of the program.
- Develop partnerships with other service providers, such as allied health services and community groups to enable community access and bring relevant expertise into the organisation as required.
- Liaise and collaborate with consumers, staff, co-locators, suppliers and the general public to achieve program outcomes.
- Ensure all administrative and reporting requirements of the programs are completed and submitted to the Team Leader, as needed and within the appropriate timeframe.
- Use principles of best practice to provide an innovative and responsive service.

People and teams

- Provide support, guidance and coaching to new volunteers and staff members during their induction and orientation process.
- Recruit volunteers to the agency and program.
- Identify recruitment opportunities and work with Uniting support teams to promote Uniting and HACC-PYP locally.

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- Undertake regular supervision and performance review with volunteers.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships.
- Promote and maintain a positive, respectful, and enthusiastic work environment.

Data Collection and Reporting

- Ensure timely data entry and maintenance of accurate information into electronic client management systems, and analyse evidence base to improve outcomes, outputs and initiate improvement activities.

Representation and Advocacy

- Attend network meetings and other related local forums or meetings as required.
- Attend and actively participate in internal program, team and agency meetings.
- Identify gaps in services available and advocate as necessary and appropriate, with approval of Team Leader.

Community Development and Education

- Increase community awareness of the HACC-PYP program and work to improve access to services through the provision of information, education or advocacy.
- Provide specialist consultation to other community agencies and professionals to assist their ability to deliver services to carers, clients and their families.

Quality Improvement and Evaluation

- Ensure that relevant policies and procedures are followed.
- Ensure that the client's right to confidentiality is preserved and protected.
- Actively participate in regular supervision activities.
- Identify training needs in consultation with Team Leader and attend professional development as deemed appropriate.
- Promote a culture of effective legislative compliance across the organization.
- Comply with relevant legislative requirements and Uniting policies and procedures.
- Report any incident or occurrence that may be in breach of Uniting's policies and procedures, to line manager or manager.
- Assist to maintain Covid safety practices are followed and adhered to.
- Lead and assist in program review, evaluation, and continual quality improvement.
- Be aware of Uniting's responsibilities to contribute to children's safety and wellbeing and report any concerns about neglect or abuse to a supervisor or manager.

Finance

- Produce and maintain accurate records in relation to any approved expenditure within the program.
- Aim for appropriate use and sustainability for all financial and other agency resources and assets.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.

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- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Person specification

Qualifications

- National police check and Working with Children Check.
- Victorian Driver's License.
- Relevant tertiary/post-secondary qualifications in community services, disability or related disciplines and/or experience working with vulnerable people.

Experience

- Experience in Volunteer Coordination and support roles (essential).
- Ability to coordinate capacity building and social inclusion activities for people with all abilities.
- Demonstrated ability to participate in a multi-skilling learning environment and a self-managing team.
- Demonstrated ability to develop creative solutions to issues that arise within the community or workplace using community development principles.
- Demonstrated ability to relate positively to a large range of people from diverse backgrounds, particularly people with disabilities.
- Demonstrated ability to use computers efficiently including Word and Outlook.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Experience in Volunteer Coordination and support roles (essential).
- Ability to attract, recruit, train and retain volunteers to the Agency.
- Ability to develop networks to market volunteer opportunities.
- Ability to work as a cooperative and collaborative team member across the Northwest HACC-PYP team.
- Local service knowledge or ability to source information.
- Experience in handling sensitive information and maintaining privacy.

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

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This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: