

## POSITION DESCRIPTION

Position Number:	VOLCOOR
Position Title:	Volunteer Coordinator
Division:	Corporate & Regulatory Services
Classification:	Level 3 Year 1 - Level 4 Year 4
Status:	Part Time / Permanent
Hours:	38 Hours Per Fortnight
Reports To:	People and Culture Coordinator



### Position Objectives

Volunteers are an integral part of the City of Mount Gambier team. They play an active role in helping support our work and delivery of services and programs to the community.

The Volunteer Coordinator collaborates with cross-organisational stakeholders to ensure the effective and efficient operation of the City of Mount Gambier Volunteer Program. From promoting the rewards and benefits of volunteering to supporting and celebrating our valued volunteers, the Volunteer Coordinator ensures our sites and services are equipped with the volunteers needed to deliver high-quality programs and services to the Mount Gambier community.

### Leadership Team Capabilities

People	Being Approachable, Building Great Teams
Activities	Safety and Wellbeing, Managing Work
Information	Effective Communication, Creativity & Innovation
Relationships	Customer & Community Focus Trust
Self	Integrity, Being accountable

Void without CEO approval:

REVIEWED: Manager		24/10/2024
REVIEWED: General Manager		24/10/2024
APPROVED: Chief Executive Officer		29/10/2024



## Key Result Areas

1. Volunteer Program Management.
2. Program Development and Continuous Improvement.
3. Community Engagement.
4. Work Health Safety.

## Key Duties & Responsibilities

### 1. Volunteer Program Management

- Coordinate the design, development, and delivery of the City of Mount Gambier Volunteer Program to support council services and programs, ensuring regular monitoring, review, and continuous improvement.
- Provide coaching and support to Volunteer Site Coordinators, ensuring effective volunteer engagement and safe, efficient role performance.
- Coordinate and administer the promotion and recruitment of volunteers in partnership with Volunteer Site Coordinators.
- Coordinate and monitor the Volunteer induction process in conjunction with Volunteer Site Coordinators including the administration of associated onboarding documentation.
- Develop and maintain clear Volunteer Position Descriptions in collaboration with Volunteer Site Coordinators.
- Coordinate all volunteer training, compliance and reporting activities to ensure volunteers can undertake all duties as required as part of their role and for their own safety and personal development.
- Develop and manage policies and procedures to ensure consistent volunteer management across council programs and services.
- Develop and maintain a Volunteer recognition program, including activities and events in recognition of National Volunteer Week.
- Administer and maintain accurate Volunteers records and data.

### 2. Program Development and Continuous Improvement

- Coordinate the implementation of Council's Volunteer Management Plan, ensuring the program remains dynamic and responsive to community needs..
- Uphold professional standards and contemporary practices in volunteer management, fostering strong relationships and engagement.
- Explore and develop new volunteer program initiatives with input from People Leaders and staff.

### 3. Community Engagement

- Facilitate diverse volunteering roles and opportunities, promoting inclusivity within the volunteer workforce.
- Engage and consult with the community on program development and opportunities.



- Develop and implement communication strategies that increase volunteer engagement, celebrate contributions, and promote the tangible impact of volunteering on community initiatives.

#### **4. Work Health Safety**

- Work with Volunteers and Volunteer Site Coordinators to assist in embedding of the organisation “Safety Always” cultural that encourages continuous improvement in work health safety.
- Assist Volunteers and Volunteer Site Coordinators with reporting incidents and hazards and appropriate documentation is prepared and recorded.

#### **5. Other Duties**

- This position maybe required to perform any duties included within the position classification (and at lower classifications where necessary) as specified by the South Australian Municipal Salaried Officers Award, general officer classification criteria and which the incumbent has the necessary professional and technical skills.

#### **6. Adhere to City of Mount Gambier General Conditions of Employment**

- Undertake other related duties as required for the effective and efficient operation within the scope of this position.
- Follow defined work health and safety legislation, policies and procedures related to the work being undertaken in order to ensure own safety and that of others in the workplace.
- Follow defined information management practices, policies and procedures for all records created and received.
- Be responsible for and actively involved in identifying and managing risk in day to day activities and projects.
- Follow all defined organisational systems, policies and procedures related to the work being undertaken.
- Demonstrate and adhere to the principles of conduct and standards of behavior as defined within the Code of Conduct – Behavioural Expectations of City of Mount Gambier’s Staff Members.
- Demonstrate and uphold the organisation’s Values (Lead, Connect, Deliver) that define the standards that guide our behaviours and commitment in working to accomplish the vision and mission.
- Embrace and support the organisation’s customer service charter.



## Key Competencies & Selection Criteria

### Inherent Essential License/s, Clearances and Checks

- A satisfactory pre-employment medical examination.
- Current satisfactory National Police Certificate
- Current satisfactory Working with Children Check (WWCC)
- Current and valid Driver's Licence

### Essential

- Demonstrated experience in the development, implementation and management of programs and/or projects ideally within the volunteer sector.
- Demonstrated ability to plan, set priorities and manage workload efficiently.
- Ability to communicate effectively with Volunteers, employees, and other stakeholders.
- Ability to write effectively to deliver reports, policies and procedures that are easily understood.
- Demonstrated initiative with an aptitude for quality improvement and developing new process in a dynamic, evolving work environment.
- Demonstrated high levels of professional integrity and strong commitment to discretion and confidentiality in dealing with sensitive information.

### Desirable

- Previous experience in Local Government.
- Relevant tertiary qualification is desirable.



Occupant: VACANT

Date Appointed:

I have read and understood the key result areas, duties, and responsibilities of this position as described above.

Acknowledged by Occupant: \_\_\_\_\_ / \_\_\_\_ / \_\_\_\_  
*Signature* *date*

