

POSITION DESCRIPTION

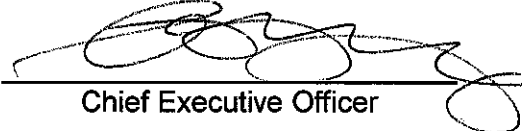
POSITION IDENTIFICATION

POSITION TITLE: Volunteer Services Coordinator

CLASSIFICATION: Level 4
Disability Services Award and
LHMU SA-Leveda Incorporated
Union Collective Agreement 2007-2008.

RESPONSIBLE TO: Executive Manager Community Support and Respite

JOB AND PERSON SPECIFICATION APPROVAL


Chief Executive Officer

JOB SPECIFICATION

- 1. Summary of the broad purpose of the position in relation to the organisation's goals (its expected outcome and how it is achieved).**

The Volunteer Coordinator will play a pivotal role in ensuring the effective development of Volunteer involvement at Leveda to enhance service delivery and other organisation areas. The Volunteer Coordinator will incorporate the continued development of cooperative working relationships, partnerships and networks within the organisation and related community. This will be achieved through direct coordination and support of Volunteers, support of staff, clients and family directly involved with Volunteer programs.

- 2. Accountability and Reporting/Working Relationships (to whom the person reports, staff for whom the person is responsible, and other significant connections and working relationships within the organisation).**

The Volunteer Services Coordinator reports to the Executive Manager Community Support and Respite Services.

3 Special Conditions (such as non-metropolitan location, travel requirements, frequent overtime, etc)

- 3.1 Some out of hours work may be required
- 3.2 Attendance at professional development opportunities as directed by Leveda Inc.
- 3.3 Leveda has a non-smoking policy at all worksites
- 3.4 Employment is subject to a satisfactory medical and police check

4. Statement of Key Outcomes/Activities

- 4.1 Provision of client focused services through quality Volunteer program management, including:
 - 4.1.1 Recruitment, selection, induction and training
 - 4.1.2 Appropriate rewards and recognition
 - 4.1.3 Administration of grievance and discipline procedures
 - 4.1.4 Maintenance of information systems, policies and procedures
 - 4.1.5 Evaluation
- 4.2 Planning and strategic development of the Volunteer program in line with Leveda's strategic direction.
- 4.3 Development and management of a Volunteer program responsive to the needs of Leveda, clients, staff and current trends in volunteering.
- 4.4 Contribution to communications regarding the Volunteer program both internally (eg reports, staff induction, internal memoranda etc) and externally (eg newsletters, website etc).
- 4.5 Effective networking with government, other Volunteer involving organisations and peers.
- 4.6 Working collaboratively in conjunction with other staff to ensure the operation of the program and compliance with legislative and regulatory constraints.
- 4.7 Ensuring the principals of Active Support are provided by maximizing opportunities and strengths, and individual support needs are met through:
 - 4.7.1 Adhering to the Active Support policy
 - 4.7.2 Being an effective role model to clients
 - 4.7.3 Working with colleagues to enhance the service and meet the needs of the people using the service
- 4.8 Assist in maintaining an effective team and smooth operation and development of the organisation by:
 - 4.8.1 Maintaining a culturally aware and sensitive profile with the customer base and other staff of the organisation by adhering to Leveda's values and contributing to staff development.

4.8.2 Remaining respectful of clients and their families and carers as valued members of the community. Awareness of appropriate current philosophy relating to the provision of services to individuals eligible for Leveda services

4.9 Other duties within the scope of the position as directed

5. Child and Vulnerable People Safe Organisation

5.1 Observe Leveda's Child and Vulnerable People Safe Policies and Practices

5.2 Cooperate with strategies to actively ensure that safety, protections and well-being of children and other vulnerable people (e.g. Leveda clients, who come into association with the organisation).

6. Occupational, Health, Safety and Welfare (OHS&W)

6.1 Maintain a healthy and safe workplace by:

6.1.1 taking reasonable care to protect own safety and that of others whilst at work;

6.1.2 adhering to OHS&W policies and procedures;

6.1.3 recognising and identifying risks; act accordingly when they arise

6.1.4 using and maintaining equipment provided for health or safety purposes;

6.1.5 not being affected by consumption of alcohol or a drug in such a way as to endanger own safety or that of others in the workplace;

6.1.6 reporting any identified unsafe conditions, risks, hazards as soon as possible as per Leveda's Hazard Management Policy;

6.1.7 actively supporting any colleague who may injure themselves at work including supporting colleagues on return to work programmes

Read, understood and acknowledged by applicant:

Name:

Signature:

Date: / /

PERSON SPECIFICATION

ESSENTIAL MINIMUM REQUIREMENTS

Personal Abilities / Aptitudes / Skills

- Experience in the development and delivery of Volunteer programs
- an appropriate qualification in Volunteer management, social services or similar is required
- An understanding of the importance of promoting a positive image of people with disabilities and high support needs by maintaining high personal standards of dress, grooming and public behaviour
- Highly developed written and verbal communication skills, interpersonal and conflict resolution skills
- Ability to communicate and work with diverse communities – disability, CALD.
- High level computer literacy including MS Office suite and basic database
- Good time management and ability to prioritise
- Ability to work effectively on an interpersonal level with a wide range of stakeholders
- Ability to work within and as a key part of a multidisciplinary team
- Service and professional integrity

DESIRABLE MINIMUM REQUIREMENTS

- Membership of Australasian Association of Volunteer Administrators (AAVA) or similar professional association
- Understanding of the Service Excellence Framework or Quality Systems in general



LAST REVIEW							
Version	Created/Revised Date	Next Review	Sections Changed	Created/Amended by	Procedure Type	Approved by	Code
1	3.6.10	3.6.11		HR	JD	CEO	JDSER08