

Title:	Op Shop Volunteer Coordinator
Business unit:	Community & External Relations
Location:	331-337 Victoria Street, Brunswick VIC 3056, with occasional travel to sites across Victoria and Tasmania
Employment type:	As per employment agreement
Reports to:	Area Manager Op Shop Strategy

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

Uniting Op Shops have been serving Victoria for over 60 years and are more than a shop front. They are living homes of the circular economy, access to affordable goods, and modern troves filled with treasure. They are enlivened communities making the world a better place through daily action, creativity, and connection.

Our Op Shop Volunteer Coordinator supports prospective Op Shop volunteers through a timely and consistent application process. They provide efficient and effective support through processing applications and maintaining records, in liaison with Op Shop Managers. By monitoring volunteer compliance, including induction and training, they assist prospective volunteers in their journey to becoming a thriving and valued Uniting Op Shop volunteer.

We expect our Op Shop Volunteer Coordinator to be confident to work autonomously, communicate effectively with all stakeholders, and that they foster excellent working relationships at the site where they are located and across our Op Shops.

Position Description

Op Shop Volunteer Coordinator

2. Scope

Budget:

- Nil

People:

- Uniting has 20+ Op Shops across Victoria and Tasmania.
 - Our Brunswick Hub includes the Op Shop, Warehouse, Transport and Office teams.
 - This role may at times support a cohort of volunteers within the duties listed below.
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3. Relationships

Internal

- Op Shop Leadership team
- Op Shop Managers
- Op Shop Supervisors
- Op Shop Volunteers
- Uniting Volunteer Services team.

External

- Peak volunteer bodies across Victoria and Tasmania
 - Businesses and schools with an interest in volunteering / community participation
 - Local church congregations.
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4. Key responsibility areas

Local engagement:

- Develop relationships with Op Shop Managers and Op Shop Supervisors to understand their volunteer needs.
- Promote volunteer related policies, processes and guidance materials.
- Develop relationships with volunteers across all Op Shops including in the Warehouse to support their ongoing commitment to Uniting.
- Promote an organisational culture of leading practice volunteer engagement.
- Support the recruitment of volunteers to Op Shops.
- Provide a positive initial contact and assistance via email or phone for prospective volunteers.

System engagement and uplift:

- Support training for Op Shop staff in relevant systems, such as Better Impact.
- Support Op Shop staff to uplift and embed best practice volunteer management.
- Promote and contribute to organisation initiatives to increase compliance.
- Identify and communicate areas of organisational risk.

Records maintenance:

- Support the onboarding and offboarding of volunteers with a focus on accuracy and timeliness.
- Support volunteers to complete Police and Working With Children Checks.
- Maintain accurate files and records, ensuring compliance targets and privacy requirements are met.

Position Description

Op Shop Volunteer Coordinator

Administration:

- Participate in and support of occasional out-of-hours meetings or events, including relevant travel, e.g. National Volunteer week.
- Provide administrative support as required for Line Manager.

Op Shop Strategy: *Creative. Innovative. Unique.*

- Support the Op Shop leadership team to achieve Uniting's Op Shop Strategy.
- Identify opportunities to integrate and work collaboratively across Uniting.
- Implement quality improvement initiatives.
- Build relationships based on trust and honesty with employees, volunteers, customers, consumers, and donors.
- Engage and support a culture of productivity, imagination, innovation, quality improvement.
- Tap into your natural way of being creative, enthusiastic, and having fun.
- Find simple ways to delight people in a meaningful, memorable way.

Legal requirements and risk management:

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

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.
- 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. Performance indicators

- Op Shops are supported to attract, train and retain desired number of suitable volunteers.
- Enquires are responded to in a timely and adequate manner.
- Active Op Shop volunteer numbers increase in line with targets and conversion timings from enquiry to onboard decrease in line with targets.
- Better Impact records are maintained to a high standard.
- Work is conducted collaboratively with internal stakeholders, sets reasonable expectations and operates within agreed parameters.
- Team environment reflects a harmonious and inclusive culture.

6. Person specification

Qualifications

- Tertiary qualification in a relevant and related discipline such as Social Sciences, Human Resources, Community Development, Volunteer Management and / or demonstrated experience.

Experience

- Experience working with Better Impact software is essential.
- Ability to communicate to a diverse range of people in various situations.
- Aptitude to work well both autonomously and as part of a team.
- Experience coordinating volunteer, consumer or employee programs, including working with leaders to provide advice, coaching and support.
- Demonstrated ability to set priorities, meet deadlines, work with minimal supervision.
- Excellent verbal and written communication skills.
- Knowledge and skills in operating Microsoft Office 365 software programs.

Core selection criteria

Values alignment:

- Ability to demonstrate and authentically promote Uniting's values.

Child protection:

- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.

Charity retail:

- Understands the complex and diverse nature of charity retail.
- Is driven by creativity, unique items, and customer experience.

Personal and professional accountability:

- Operates professionally and within the boundaries of the organisational processes and legal and policy constraints, advocating Uniting's strategic directions and ensuring resources are fully employed.

Communication and engagement:

- Highly developed interpersonal and communication skills with an ability to build positive and effective relationships with key stakeholders both internally and externally.

Change and resilience:

- Deals positively with uncertainty, coping effectively in a complex environment, is able to make decisions and support others through periods of change.

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Op Shop Volunteer Coordinator

Outcomes focused:

- Ability to be strategic and able to implement processes and initiatives aimed at getting the best outcomes for both our customers and the business.

Leadership and teamwork:

- Leads by example, fostering open, respectful dialogue and has ability to build highly effective teams.

Sustainable business practice:

- Ability to work within budget constraints, to utilise existing resources to maximise impact and utilise initiative to drive service improvement.

Cultural safety:

- Actively promotes reviews of operations and working environments for increasing compliance with external cultural safety compliance and accreditation standards.

7. 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.

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

8. Acknowledgement

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

Employee

Name:

Signature:

Date: