

Position Description



Title	Volunteer Coordinator, Telelink
Business Unit	Aged & Carer Services
Location	321 Ferntree Gully Road, Mt Waverley, Vic, 3134
Employment type	Ongoing – Full Time
Reports to	Team Leader, Social Support

1. 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

2. Position purpose

The Volunteer Coordinator will work flexibly across the metropolitan region to lead and support a team of volunteers to deliver Uniting's Telelink program. The Volunteer Coordinator will be integral in embedding the principles of wellness and reablement into the Telelink program. The Telelink program is a phone based social support service, with a focus on supporting older people experiencing isolation engage in topical conversation or activities of interest within a group setting. The Volunteer Coordinator will require a range of skills that demonstrate an ability to develop innovative and flexible consumer directed options and new program development to meet consumer need.

3. Scope

Budget:

- Nil

People:

- Volunteers

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4. Relationships

Internal:

- All aged care and administration staff
- All support and foundation staff

External

- Consumers
 - Volunteers
 - Local community providers / partners
 - Government funding bodies
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5. Key responsibility areas

Service delivery

- Manage the day to day operations of the Telelink program, ensuring all aspects of service delivery are undertaken
- Identify opportunities for improvement and work with the leadership team to implement positive, innovative and creative change; whilst encouraging this in others
- Ensure individualized consumer support plans reflect the principals of wellness, rabblement and consumer choice
- Ensure consumer and volunteer reviews are completed in a timely manner
- Develop and maintain strong working relationships with consumers, carers, volunteers, staff, key stakeholders and internal and external networks
- Identify, mitigate and report risk through identified channels and processes; demonstrating an understanding of individual, program and organizational risk, as well as an appropriate sense of urgency in risk reporting
- Understand and contribute to as required, your program budget and adhere to Uniting's financial management processes, such as petty cash, invoicing, reimbursements, etc.
- Demonstrate the capacity to provide a high standard of reporting to key stakeholders as requested
- Maintain accurate and timely records in consumer/volunteer management systems
- Demonstrate excellent time management skills

Leadership & Teamwork

- Deliver high quality customer service by leading and developing a team of volunteers to provide a flexible model of service delivery; while meeting relevant performance and outcome indicators and achieving excellent consumer outcomes
- Lead your team by example; being yourself a respectful, professional, constructive and collaborative team member, who demonstrates flexibility to work across all areas as and when required
- Have the capacity to communicate effectively, in a range of mediums and a variety of settings, working toward best outcomes for consumers
- Demonstrate an ability to work effectively in a changing environment while supporting change within the team
- Demonstrate an innovative approach when responding to consumer choice and program development
- Actively participate in Uniting's staff and volunteer management processes, such as supervision, coaching, constructive feedback, assistance with task

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prioritization, team meetings, performance reviews and professional development opportunities

- Promote a healthy work place culture, including the development of productive working relationships and a positive work-life balance Enter responsibilities here

Communication

- Demonstrate highly developed verbal and written communication skills, with a strong attention to detail
- Actively listen and respond to consumer, carers and volunteers with respect and professionalism
- Demonstrate the ability to work sensitively with individuals and maintain privacy and confidentiality

Legal requirements & 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.

6. Person specification

Qualifications

- Relevant tertiary qualifications in Social Work, Welfare, Community Services or equivalent
- Current Victorian Drivers Licence
- Satisfactory police records check (repeated every 3 years) and international police check as required
- Current Working with Children's check

Experience

- Experience working in Aged Care or Disability (or client groups who are vulnerable)
- Preferred Volunteer leadership/coordination experience
- Minimum of one year in people leadership; ideally with community Aged Care experience with an understanding of the Aged Care Quality Standards
- Assessment and support planning; actively reflecting consumer choice and demonstrating the principles of wellness and reablement

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- Strong computer skills; Microsoft Office
- Working within a changing environment and ability to adjust quickly to new processes

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Leadership:** ability to be flexible, innovative and proactive; leading by example to build a positive, collaborative and effective work environment
- **Professionalism:** maintain relationships with staff, consumers, volunteers and key stakeholders that are respectful, inclusive and collaborative; meet program performance indicators and targets; support the organisation to embed values and deliver on strategic goals
- **Cultural Awareness:** understand the importance of diversity and embed this within your team; advocate for a diverse and culturally rich work place; foster inclusive practice
- **Consumer Focus:** prioritise the needs of the consumer; embed contemporary consumer focused practice and seek innovative and creative ways to provide consumer choice

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 Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **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	Manager
Name:		
Signature:		
Date:		