

# Position Description

<b>Title</b>	Volunteer Coordinator, Social Support
<b>Business Unit</b>	Aged & Carer Services
<b>Location</b>	321 Ferntree Gully Road, Mount Waverley VIC 3149
<b>Employment type</b>	Full-time Ongoing
<b>Reports to</b>	Team Leader, South

## 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

The Volunteer Coordinator will work flexibly, primarily across the Southern metropolitan region to lead a team of volunteers to enhance the connection between consumers and their community. The Social Support program facilitates both 1 to 1 consumer/volunteer connections, as well as volunteer-led special interest consumer groups. The Volunteer Coordinator will also be integral in embedding the principles of wellness and reablement, ensuring the team retains a focus on supporting older people to engage in social activities of their choice. The Volunteer Coordinator will require a range of skills that demonstrate an ability to develop innovative and flexible consumer directed care options and new program developments to meet consumer need.

### 2. Scope

**Budget:**

- Nil

**People:**

- Volunteers

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### 3. Relationships

#### Internal:

- Intake & Recruitment Team
- All Aged and Carer staff
- All Corporate Support services staff

#### External

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

#### Service Delivery

- Manage the day to day operations of your volunteer team, ensuring all aspects of service delivery are undertaken
- Ensure individualized consumer support plans reflect the principals of wellness, reablement 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
- Maintain accurate and timely records in consumer and volunteer management systems.
- Identify opportunities for improvement and work with the leadership team to implement positive, innovative, and creative change; whilst encouraging this in others
- 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 and 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

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- 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 decision making
- Actively participate in Uniting's staff and volunteer management processes, such as supervision, coaching, constructive feedback, assistance with task prioritization, team meetings, performance reviews and professional development opportunities
- Promote a healthy workplace culture, including the development of productive working relationships and a positive work-life balance

#### 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 behavior.
- 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

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### 5. Person specification

#### Qualifications

- Relevant tertiary qualifications in Social Work, Welfare, Community Services or equivalent
- Current Victorian Drivers License

#### Experience

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

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### 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 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.**

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### 7. Acknowledgement

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

#### Employee

Name:

Signature:

Date: