

Position Description

Title	Senior Manager, Volunteer Services
Business Unit	People and Culture Performance and Integration
Location	130 Lonsdale Street, Melbourne
Employment type	Full time Ongoing
Reports to	Head of People and Culture

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 Senior Manager Volunteer Services is responsible for developing the strategy for Uniting to attract, engage and retain the volunteer workforce.

This role will oversee the volunteer operations of Uniting and lead the delivery of Volunteer Services strategy and projects.

2. Scope

Budget: *tbc*

People:

- 3 Direct Reports

3. Relationships

Internal

- Executive Leadership team
- Senior Leadership Group (SLG)
- People and Culture team

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- Program Managers & Volunteer Leaders/Supervisors
- Mission and Ethos team
- Community & External Relations team
- Volunteers

External

- Vendors
- Funders (e.g. Department of Health and Human Services)
- Volunteer Support Organisations
- Volunteering Victoria, Volunteering Australia and Volunteering Tasmania
- Corporate partners
- State & Local Government
- Other community service organisations

4. Key responsibility areas

Strategy and leadership

- Lead the delivery of high-quality volunteer programs and services, ensuring that volunteering remains central to the organisation's activities
- Develop, implement and manage a cohesive volunteering strategy ensuring that it addresses current trends, contemporary and leading practices in volunteer engagement
- Devise and implement methods to ensure that the volunteer voice is heard, listened to and fed into organisational change and development
- Work across the organisation to increase the impact of volunteering and raise awareness to the value of volunteers within operational service delivery
- Ensure Uniting is recognised for its volunteer experience and practices within the sector
- Delivery regular volunteer impact reports to the organisation
- Manage and collaborate on projects and events that are associated with or have an impact on volunteers
- Manage organisational responses to issues relating to volunteering in the community and wider sector in collaboration with the advocacy team
- Support applications for funding, grants and associated activities related to volunteering
- Manage organisational wide strategic events such as National Volunteer Week
- Act as the subject matter expert to Senior and Executive leaders across the organisation and advise on strategic and operational plans where appropriate
- Advise on organisational policy, protocol and procedure relating to volunteers

Functional responsibilities

- Manage and lead operations of the volunteer services team
- Manage and maintain accurate volunteer, carer, and student records on the Volunteer Management System, provide regular audit and maintain compliance
- Develop and implement tools and resources for Volunteer Leaders
- Oversee Student on Placements across the organisation
- Evaluate the quality of the volunteer journey and experience against operational, compliance and cultural objectives on a regular basis
- Identify gaps and work with the team and/or leaders to build capability and/or improve outcomes.
- Be responsible for services provided by Volunteer Services including the volunteer, student and carer journey.

People and teams

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in leading practices and effective process governance
- Provide support, guidance, coaching, leadership, and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships

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- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

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.

5. Performance indicators

- To be developed with line manager

6. Person specification

Qualifications and experience

- Relevant tertiary qualification in volunteer services, human resources, business (or equivalent) and post-graduate qualification in management/leadership (highly desirable)
- Significant experience (6+ years) in management of volunteers; with previous experience working for a not for profit organisation highly regarded
- Demonstrated ability to develop, lead and implement a broad range of contemporary volunteering strategic workforce planning strategies, programs, policies and operational practices to successfully support the strategic objectives of the business
- Proven experience in a large multi-faceted complex organisational context, with an emphasis on quality service delivery and results

Knowledge and skills

- Strong organisational and project management skills and sound business acumen
- Proven track record in building and maintaining effective working relationships with a broad range of stakeholders
- Highly developed verbal and written communication skills

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- Exceptional interpersonal skills with the ability to work with a broad range of people from a variety of backgrounds and experiences
- Interest in key issue areas impacting disadvantage in Australia
- Applied knowledge, understanding a proven application of the National Standards for Volunteer Involvement
- Able to confidently advise line manager, executive and leadership teams on broad-ranging volunteer related matters

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Achievement:** proven ability to produce work of a high standard which is successfully embedded into organisational systems
- **Project management:** proven ability to lead and manage projects
- **Leadership:** highly developed people management skills with proven ability to develop and maintain a productive, collaborative and positive workplace environment
- **Stakeholder management:** ability to understand, relate to and manage diverse and difficult stakeholder needs
- **Influence and negotiation:** Ability to give and gain cooperation at all levels
- **Problem solving:** proven high level of analysis and complex problem solving
- **Teamwork:** willingness to be proactive and help others, contribute to the continuous improvement of a positive, collaborative and effective work environment
- **Communication:** High level written and verbal communication skills, including the ability to conduct presentations, prepare business cases and reporting

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: