

Position Description



Title:	Volunteer Engagement Officer
Business Unit:	Aged and Carer Services
Location:	Mt Waverley
Employment type:	Full time
Reports to:	Coordinator, Aged and Carer Services

About Uniting

Uniting works 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.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

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 celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (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

Position purpose

The Volunteer Engagement Officer will promote volunteering and Uniting's volunteer opportunities within the community and coordinate volunteer engagement across programs managed by Aged and Carer Services. This will involve promotion and marketing, all aspects of volunteer recruitment, delivery of program induction online and face to face, and successful connection of volunteers in metropolitan Melbourne and the Grampians region. This role will ensure that volunteers are aware of the importance of the principles of wellness and reablement, consumer choice and consumer directed care when working with isolated people to support their engagement in social activities and remain living independently within their community.

Scope

Budget: Nil

People: Nil

Relationships

Internal:	<ul style="list-style-type: none">• Customer Service Team, Service Delivery programs, Volunteer Management• Aged care, carer programs and administration staff• Corporate Support Services staff
External	<ul style="list-style-type: none">• Customers and their representatives• Volunteers• Key stakeholders and networks• Government and other funding bodies

Position description

Volunteer Engagement Officer



Key responsibility areas

Volunteer Engagement

- Engage in networks and events that promote volunteering and specifically volunteering opportunities within Uniting
- Deliver volunteer information sessions, promoting Uniting's volunteer opportunities and engaging new volunteers
- Create advertisements that outline volunteering opportunities, attract volunteers and enhance connections with consumers.
- Manage volunteer phone and online enquiries in a timely and professional manner, aware that the positive journey of our volunteers begins with the first enquiry
- Undertake all aspects of volunteer recruitment, including reviewing applications; undertaking interviews and safety screening checks; engaging and inducting new volunteers into Uniting; and completing all necessary documentation
- Work closely with program management, other volunteer based programs within Uniting and the volunteer management team to develop innovative recruitment strategies and achieve recruitment goals
- Promote a diverse volunteer base and foster welcoming and inclusive practice
- Train and upskill staff and other internal stakeholders about volunteering, aged and carer services volunteer-based programs and volunteer opportunities
- Ensure when engaging volunteers that they are suitable for the role, can align with the Code of Conduct and are able to promote the values as a representative of Uniting
- Provide the Marketing and Communications team with suitable short stories that promote the positive experience of volunteering within Uniting and connecting with customers within aged and carer programs
- Maintain data systems and provide reports as required
- Engage with the Volunteer Engagement team and the broader aged and carer team to promote and maintain a positive and collaborative team environment, working together to provide the best outcomes for customers and volunteers
- Ensure opportunity for volunteers to tell us about their journey with Uniting

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.

Person specification

Essential Qualifications

- Relevant tertiary qualifications in Social Work, Welfare, Community Services, Human Resources or equivalent

Approved by: EO of Aged & Carer Services	Page 2 of 3	Division: Aged & Carer Services
Date Approved: September 2020	Printed copies of this document are not controlled.	Next Review Date: September 2021

Position description

Volunteer Engagement Officer



- 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 with volunteers and/or staff engagement
- Preferred experience in delivering training and program inductions to diverse groups
- Skills in marketing and program promotion
- Ability to communicate using a range of mediums, targeted to a broad audience
- Flexible, responsive and innovative in a changing landscape
- Strength in planning, organisation and attention to detail required
- Demonstrated understanding of the Aged Care sector, social support programs and the Aged Care Quality Standards an advantage

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Professionalism:** maintain relationships with staff, customers, 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
- **Customer focus:** prioritise the needs of the customer, recognizing the importance of consumer choice when connecting with volunteers
- **Team membership:** be proactive and help others to deliver best outcomes to customers and volunteers; contribute to the continuous improvement of a positive, collaborative, effective and productive work environment

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.

Employee

Manager

Name:

Signature:

Date: