

Position Description



Position Title:	Volunteers Co-ordinator		
Job Type:	Part-time		
Reporting to:	Community Development Team		
Location:	61 Thames Boulevard Werribee		
Classification:	Voluntary		
Hours / Time commitment:	3-5 hours a week		
No of Direct Reports:	Variable	No of Indirect Reports:	Nil

Who we are:

Quantin Binnah Community Centre Inc. is a not-for-profit centre that offers a variety of services and programs to residents of Werribee and the surrounding community. These include Playgroup, 3Yr & 4Yr Kindergarten, Long Day Care, Before School Care, After School Care, Vacation Care, Adult Community and Further Education, a variety of Community Development programs, Maternal and Child Health services and Cafe QB.

Statement of Commitment to Child Safety

Quantin Binnah is a committed Child Safe organisation and has zero-tolerance for child abuse.

Every child and young person accessing Quantin Binnah has the right to feel safe. All Quantin Binnah employees, volunteers, contractors and community representatives have a responsibility to understand and activate their role in preventing, detecting, responding and reporting any suspicions of child abuse to the relevant authorities and maintaining a child-safe culture.

Position Purpose:

The Volunteers Co-ordinator is responsible of all elements of volunteering within the centre. The role is offered as a voluntary position and is responsible for recruiting, registering, training and overseeing of volunteers at the centre. The Volunteers Co-ordinator will provide ongoing support to volunteers and manage the allocation of volunteers to appropriate tasks based on their skillset and need as determined by centre management.



Position Requirements

Main Duties/Responsibilities

1. Source and recruit volunteers

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- Create social media posts for specific volunteer roles sought by the centre.
- Engage and consult with external stakeholders for the purpose of the acquisition of potential volunteers.
- Recruit, register and train volunteers.
- Allocate specific tasks for volunteers at the centre.

1.2 Meet Compliance Standards

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- Always work in accordance with QBCC policies and procedures and ensure any concerns around safety are raised immediately with their supervisor/ team leader.
- Ensure processes and protocols are in place for compliance including manual handling and cleaning practices.
- Ensure all occupation health and safety requirements are being met and identify any risks through risk management analysis.
- Ensure privacy and confidentiality is maintained at all times.

1.3 Communication

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- Respond to all community members who express interest in volunteering.
- Ability to provide a range of verbal and written communications to suit individuals from a diverse range of backgrounds.

1.4 Build a relationship with volunteers.

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- Be the first point of contact for current and future volunteers.
- Present a warm and welcoming approach to children, families and all members of the community at all times.
- Be inclusive and respectful of a diverse range of cultures and all abilities.
- Capability to successfully match volunteers to a suitable role.

QUALIFICATIONS, SKILLS AND ABILITIES

Qualifications, Skills and Abilities

Key Selection Criteria Essential

- Successfully accomplish tasks autonomously without direct supervision.
- Ability to connect and communicate with a wide range of audiences.
- Ability to work collaboratively as a member of a small team.
- Highly organised with close attention to detail.
- Demonstrated ability in building connections and engaging with community.

Desirable

- Skills in using technology such as MS Office Suite and social media to promote deliverables.
- A flexible and personable approach with high levels of initiative.



Other	<ul style="list-style-type: none"> • Satisfactory completion of National Police Check is mandatory. • Current Working with Children check (volunteer) • Commitment to QBCC policies and procedures
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CAPABILITY FRAMEWORK

Capability Framework		
Core Capability	Expected Behaviour and Work Standard	Frequency
Program Development and Coordination	Extend a warm and welcoming approach to all members of the community entering the Centre.	At all times
	Maintain a safe and aesthetically pleasing physical and visual environment for all participants, community members or others entering the service.	At all times
	Always uphold and extend the Quantin Binnah Community Centre brand.	At all times
Leadership/Admin Skills	Ability to supervise, support and motivate volunteers, consultants, trainees, students and working group members.	At all times
	Excellent organisational and time management skills.	At all times
Interpersonal Skills	Excellent communication skills (written and verbal).	At all times
	Ability to manage a diverse and dynamic range of sustainable relationships within the community centre.	At all times
	Effective problem-solving skills and techniques.	At all times
	Ability to be a team player.	At all times
	Advocate for QBCC and the local community where necessary.	As necessary
Administration	Maintain accurate records in collaboration with the CD Team.	Daily
	Show initiative and be flexible in the work undertaken.	At all times
	Be self-motivating, resourceful, flexible and accepting of the changes affecting the daily running of the Centre.	As required
	Ability to write and record information effectively and accurately.	As required



Communication	Ensure open and non-judgmental communication with community members when discussing their needs in conjunction with conflicting interests.	At all times
	Using language that is inclusive and welcoming towards all current/future volunteers.	All times
	Being an overall friendly person.	All times
	Having the ability to balance being friends with all volunteers but being stern when needed.	When necessary
Judgement and Decision Making	Independent judgement and decisions are required on a case by case basis with respect to factors such as the use of equipment and the activities conducted.	As required
Child Safe Standards	Ensure that reporting processes are followed for any complaints or incidences.	As required
	Promote a shared responsibility for child safety at all levels of the organisation.	At all times
	Promote a culture where staff, volunteers, children and families feel comfortable in raising or discussing child safety concerns.	At all times
OHS/Risk Management	Maintain up to date knowledge of OH&S responsibilities and relay these to the relevant staff groups to ensure safety of all centre users and program participants.	At all times
	Conduct thorough risk management analysis of the volunteer programs and ensure staff and volunteers are aware of any risk to themselves or participants.	At all times
	Encourage commitment to tidy rooms following programs or activities.	At all times
	Immediately document, investigate and/or mitigate reports of WHS issues from staff or volunteers as soon as they are noticed.	As required
	Participate in emergency management training and drills and ensure all centre community users are aware of their safety obligations.	As required
	Physical fitness to support repetitive manual handling of furniture to support the structure of programs.	At all times
Corporate Responsibilities	Understand and ensure compliance with Quantin Binnah policies, procedures and guidelines.	At all times
	Comply and adhere to the Quantin Binnah Code of Conduct.	At all times



	Protect Quantin Binnah's physical, financial and intellectual assets against damage, fraud or misuse. Staff are responsible for identifying and reporting instances of this nature.	At all times
	To carry out the key responsibilities and duties of the position with an awareness and sincerity that provides for an accessible and inclusive community and workplace.	At all times
	Create a positive image of Quantin Binnah and delivering excellent customer service to all internal / external customers.	At all times
Any other duties as reasonably required or requested by CEO		

Relationships	<p>On a day-to-day basis this position liaises with:</p> <p>Internal –Community Development Team, CEO, Volunteers, Centre Staff</p> <p>External - Community groups, referring agencies, Centre users, Community Centres / Neighbourhood Houses, Wyndham City Council.</p> <p>All matters related to communication with media must be referred to the CEO.</p> <p>Meetings - Attendance and participation at meetings at the Centre as required and other relevant meetings to represent Quantin Binnah Community Centre.</p>
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Next Review Date:	As required
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By signing this position description, I declare;

- that I have read and understood the inherent requirements of the role and verify that I hold the skills and abilities to perform the role as required; and
- that I do not have any pre-existing conditions that will inhibit my ability to perform my role, or any pre-existing conditions that may be exacerbated by my participation in the role.

Employee Name:	Signature:	Date:

CEO Name:	Signature:	Date:
Christine Barca	<i>Christine Barca</i>	