

## Job description

<b>Position Title</b>	Engagement Co-ordinator – Volunteer Management
<b>Employment Benefits</b>	\$82,056 per year Level 4 (SCHADS) 11% employer superannuation contribution 5 weeks annual leave entitlement PBI salary packaging benefits
<b>Location</b>	Perth metro based with regular metro and regional travel required
<b>Hours of Work</b>	37.5 hours per week (full- time)
<b>Responsible to</b>	Manager VMA Program

### Volunteering WA

Volunteering WA's purpose is *'to empower people and communities to enrich Western Australia'*, and our vision is *'A society where everyone is inspired to make a difference'*. As the peak organisation for volunteering in WA, we are the leading voice for volunteers and volunteer involving organisations, working to strengthen the sector and promote the benefits of volunteering.

### The Position

The Engagement Coordinator role is a key member of the Volunteer Management team responsible for engagement and support of Volunteer Involving Organisations (VIOs) state-wide. This role includes establishing relationships with volunteer managers and other key stakeholders individually and on a sector scale, providing best practice volunteer management support and developing and delivering training and resources that help support and build the capacity of VIOs.

This position would suit someone who enjoys meeting new people and building productive working relationships. You will be a key contact person as you strive to become a subject matter expert within the sector, with the support of the existing team. This role will also work closely with other internal VWA teams to complement existing work and services.

This people-focused position requires a proactive, accountable, consultative and results-oriented person to implement engagement strategies with different focus areas including regional and local government stakeholders.

This position will be based in our West Leederville office. Regular regional and metro travel will also be required

## Responsibilities

- Provide advice and/or resources on best practice volunteer management to Volunteer Involving Organisations in WA
- Identify and regularly engage with key external stakeholders including members, other peak bodies, Local Government Authorities, Volunteer Resource Centres, Community Resource Centres and other special interest or priority groups
- Identify opportunities and coordinate local community events to promote VIO awareness of volunteer management support
- Identify and represent VWA at relevant expos and other networking events to support VIO engagement
- Develop case studies of successful volunteer management to share best practice
- Promote and deliver online and face to face inclusive volunteer management training
- Review volunteering resources, tools, training and materials provided using a continuous improvement approach
- Record and evaluate VIO engagement strategies using data, reporting and internal communication on key activities and support provided
- Contribute creatively and professionally to the strategic direction of the Volunteering WA team including meeting of agreed Key Performance Indicators (KPIs).


## Selection criteria

<b>ESSENTIAL</b>	<ul style="list-style-type: none"><li>• Relevant qualifications and/or extensive experience in community or sector engagement; community development; or volunteer management</li><li>• Proven experience in the development and delivery of a community or stakeholder engagement process, particularly in the not-for-profit sector</li><li>• Demonstrated understanding of volunteer management issues and knowledge of support/resources and training available</li><li>• Demonstrated experience in delivering online and face-to-face training, workshops, and information sessions</li><li>• Excellent interpersonal, written and verbal communication skills.</li><li>• Project management experience, organising work and achieving targets on time</li><li>• Excellent IT skills with experience in the use of computers, databases and other online tools to deliver and report on activities</li></ul>
------------------	--

	<ul style="list-style-type: none"> <li>• Proven ability to report on qualitative and quantitative data and KPIs</li> <li>• Current WA drivers' licence</li> </ul>
<b>DESIRABLE</b>	<ul style="list-style-type: none"> <li>• Cert IV in Training and Assessment or Volunteer Management</li> <li>• Use of CRM or other customer relationship management software</li> <li>• Experience with a range of online engagement tools including videos, social media, websites etc.</li> <li>• Proven ability to promote diversity and inclusion and work with people and groups from all backgrounds including First Nations people, people with disabilities, youth, new migrants, vulnerable women and unemployed people</li> </ul>
<b>Personal Attributes</b>	<p>Personal attributes required to do this job effectively:</p> <ul style="list-style-type: none"> <li>• Proactive self-starter with a high degree of self-management and a positive attitude</li> <li>• Ability to work independently, as well as part of a team</li> <li>• Ability to work in a changing, complex environment</li> <li>• Takes initiative and brings new ideas to service provision</li> <li>• Enjoys travelling and meeting new people</li> </ul>
<b>Key relationships</b>	<b>Reporting structure</b>
<ul style="list-style-type: none"> <li>• All Volunteering WA staff and volunteers</li> <li>• Existing VWA members</li> <li>• All VIOs and volunteer managers in WA</li> <li>• Relevant WA peak bodies and state-wide organisations</li> <li>• Volunteering WA project partners</li> <li>• Identified priority groups and other stakeholders</li> </ul>	<pre> graph TD     CEO[CEO] --- EMS[Executive Manager Sector Services]     EMS --- M[Manager VMA Program]     M --- EC[Engagement Coordinator]     M --- PC[Project Coordinator]   </pre>

**Please note**

- All contracts with Volunteering WA are reviewed regularly subject to funding and performance.

- 
- All staff are required to have a pre-employment check including a Police Clearance. The cost of the Police Clearance will be met by Volunteering WA.
  - All offers of employment at Volunteering WA are subject to a four-month probationary period.