

<b>Position</b>	<b>Manager Volunteer Services</b>
<b>Hours</b>	22.5 hours per week
<b>Contract</b>	Until January 2020 (possibility of extension)
<b>Reports to</b>	Senior Manager Development
<b>Location</b>	West Leederville
<b>Last Review of Position</b>	1 May 2019

Volunteering WA aims to provide a high quality service to its members, stakeholders and the wider volunteering community across Western Australia.

Volunteer Resource Centres (VRCs) and Volunteer Support Service Hubs (VSS Hubs) exist to promote volunteering in local areas and assist members of the public to find suitable volunteering roles. The VRCs and VSS Hubs also provide support to Volunteer Involving Organisations (VIOs) in the local area to assist them with recruitment, retention and recognition of their volunteers. At present Volunteering WA runs VRCs in the Joondalup area, through the Guild at the University of Western Australia and, through federal funding, VSS Hubs into other metro and regional areas.

This position involves the management of Volunteering WA volunteer centres/hubs, each coordinated by a part-time staff member and assisted by volunteers. The centres/hubs provide volunteering information, training and support to the general public as well as volunteer managers. The centres/hubs are located in South East Metro, Joondalup, North Metro, UWA Guild, and three regional Hubs based in the Pilbara, the Kimberley and the Wheatbelt.

Regular reports will be required for funders and other key stakeholders as well as ongoing work towards ensuring the ongoing sustainability of the centres.

This position may require some metropolitan and regional travel.

## **KEY RESPONSIBILITIES**

1. Management and supervision (both face to face and remotely) of centre/hub coordinators to ensure they achieve their goals and key performance indicators, make a positive impact in their local community and coordinate the centres effectively.
2. Ensure reporting and acquittal processes are followed, and that reports are completed and submitted on time to meet funding requirements.
3. In partnership with key stakeholders, plan and implement a range of promotional activities to showcase the service provided by the Hubs to the general public.
4. In partnership with centre/hub coordinators, plan and host recognition and celebratory events in the local areas to mark National Volunteer Week and International Volunteer Day.
5. Assist centres to support local VIOs in good practice for recruiting, managing, retaining and recognising their volunteers through providing advice and developing and implementing training and networking opportunities.

6. Manage established relationships with partners of the VSS Hubs in collaboration with VRC and VSS Hub Coordinators.
7. Convene the Tertiary Community Engagement Committee.
8. Assist in any advocacy efforts involving the volunteering support services and their funding.
9. Provide continuous improvement advice and implementation as required.
10. In consultation with the Volunteering WA marketing and communications staff manage all media, promotions, presentations relevant to the Volunteer Services area.
11. Contribute to the day-to-day operations of Volunteering WA and respond to requests for support as required
12. Contribute creatively and professionally to the strategic direction of the Volunteering WA Team.

Key Performance Measures for this position will be determined annually in accordance with the organisation's Strategic and Operational Plans.

#### **ESSENTIAL QUALIFICATIONS AND SKILLS**

1. Relevant qualifications or experience
2. Strong interpersonal and communication skills
3. Confident networker with excellent presentation skills
4. Ability to work independently, as well as part of a team
5. Good general IT skills along with experience in the use of databases and other IT resources
6. Proven success in managing a government-funded program and achieving targets on time
7. Experience in leading a team or supervising other workers
8. Experience in working with volunteers
9. Ability to work in an inclusive and non-discriminatory manner with individuals and groups of all backgrounds.
10. Driver's Licence with good driving record

Must be willing to obtain a Police Clearance

#### **Personal Attributes**

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All Volunteering WA staff and volunteers are at all times expected to lead by example and demonstrate Volunteering WA's values which are:

- We believe in the power of volunteering.
- We are inclusive, innovative and operate with integrity.

Other personal attributes required to do this job effectively:

- Ability to work independently.
- Willingness to work collaboratively, as part of a team and to share information and expertise.
- Professional, effective and efficient approach.
- Systematic, organised approach and attention to detail.
- Strong work ethic and a desire to successfully get the job done.

All contracts with Volunteering WA are reviewed annually and are renewed subject to funding and performance appraisal.