



Job Description

Our vision is “***Human Potential, Realised***”.

Civic Disability Services is a not-for-profit organisation that provides services to individuals with intellectual and psychosocial disability. We aim to create a society where people have the opportunity to realise their full potential, achieve their goals and participate as a valued member of the community.

Role: Volunteer Experience Partner

Reporting: The role reports to the General Manager, People & Experience

Objective:

The key objectives of the role are to:

1. Build volunteering across Civic. Support our leaders to identify and create volunteering experiences that add value to clients and our organisation and bring our vision, mission, values and Our Mana to life;
2. Partner with the business to build positive and effective volunteering experiences across Civic through advice, coaching, and the creation of learning opportunities;
3. Coordinate student placements and build relationships across tertiary institutions;
4. Evaluate our volunteer experience to make sure volunteer needs and obligations are being met in a way that is safe and effective.

Duties and responsibilities:

1. Work with the GM PE, the people and experience team, and leaders and employees across Civic to embed a volunteer experience, aligned to our employee experience, where potential can be realised and where the right support can be delivered at the right moment.
2. Work with the General Manager PM to develop a Volunteer Strategy and Framework to build volunteering across Civic.
3. Support leaders to create a great volunteer experience through advice, learning, coaching and general support on matters across the volunteer experience including recruitment, onboarding, probity, benefits, role and opportunity design, work structures, performance, career development and paid employment transition, grievance resolution, and separation.
4. Work collaboratively with leaders to identify, assess and implement volunteering opportunities, programs and supports. Where solution is outside of delegation make recommendations and seek approval from the appropriate person.
5. Coordinate student placements including liaison with learning institutions, students, and operations, and recruitment and onboarding.
6. Build and maintain professional, educational and community networks that contribute to Civic's volunteer brand and create opportunity for volunteering partnerships.
7. Support leaders and work closely with marketing and communications to design and implement volunteer recruitment campaigns.



Job Description

8. Lead the development of, frameworks, guidance materials, policies, programs and learning that promote and embed a volunteer experience culture, with the support of the GM - PE.
9. Support leaders to understand and translate the mission, vision, values and direction of Civic to enable them to provide volunteers and the employees around them with clear expectations around their role and how their everyday work relates to Civics' goals and direction.
10. Connect the business to resources across the people and experience team and head office services to improve outcomes.
11. Build knowledge and understanding of volunteer related policies, processes and guidance materials.
12. Work collaboratively with the GM – PE, leaders, volunteers and employees to design, plan and deliver change and cultural alignment initiatives relating to the volunteer experience.
13. Contribute to strategic and operational planning, drawing together people and operational perspectives to improve outcomes.
14. Apply a risk management approach to practice and advise the GM – PE if areas of concern are identified
15. Evaluate the quality of the volunteer 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. Refer to the GM when gaps are identified.

Essential Criteria

- Degree or diploma in business, human resources, commerce, community services or similar or plenty of experience of volunteering and program coordination!
- The ability to look in, under, and outside the box (throw the box out if you like) to identify practical solutions that provide the right volunteer support at the right moment
- Ability to create networks and relationships across communities that translate to volunteer experiences, partnerships and improved client outcomes
- Experience developing and coordinating volunteer, client or employee programs, including working with leaders to provide advice, coaching and support.
- Good understanding of the principles of volunteering, the needs of volunteers and their reasons for volunteering, and how volunteering can be utilised across a business.
- Experience developing policies, programs, guidance materials and learning relating the volunteer or employee experience would be a huge advantage.
- Experience in a community, health, aged care and/or disability services environment would be a huge advantage.
- The ability to translate sometimes complex concepts, policy and legislative requirements into a language and format that others can understand and use.
- A passion for working with others to create a volunteer experience that allows people to realise their human potential.
- Unrestricted Drivers Licence.