



# Position description

<b>Title</b>	<b>Volunteer Coordinator, SA/NT</b>
<b>Reports to</b>	State Manager, Community Networks SA/NT
<b>Classification &amp; Salary</b>	SCHCADS Level 4 (plus super and salary packaging)
<b>Employment Status</b>	Part Time 0.4 FTE Fixed Term Contract (End date June 30, 2022)
<b>Primary Location</b>	Good Money Salisbury / Working From Home
<b>Date</b>	October 2021

## Good Shepherd Australia New Zealand (GSANZ)

Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

## Role Purpose

In our work to increase economic participation and wellbeing, Good Shepherd works with a diverse range of community organisations across Australia to increase the reach and impact of its No Interest Loans (NILS) and associated microfinance and microenterprise programs. The NILS program provides individuals and families on low incomes with access to safe, fair and affordable credit, up to \$1,500 for essential goods and services such as fridges, washing machines, car repairs and medical procedures. In South Australia and Northern Territory, we currently partner with 24 community organisations (who work directly with NILS clients), in over 50 sites. The predominant mode of delivery of NILS in this network is face-to-face service, undertaken by a combination of paid and volunteer partner workers.

This role sits within the Financial Inclusion and Access portfolio and reports to the State Manager SA/NT. The role will actively engage with the network to identify volunteer NILS worker needs, within the network and address these capacity gaps by conducting volunteer recruitment, screening, training, placement and engagement activities. This capacity building will support the network to increase target client engagement with microfinance programs with the overarching aim to achieve state and national strategic plan priorities.

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### **Key Responsibilities**

- In conjunction with the SA microfinance team, identify gaps in service delivery of microfinance products in relation to volunteer NILS workers and work to address these
  - Develop and maintain active relationships with the provider network in SA/NT
  - Activate the activities associated with the volunteer recruitment program: recruitment, screening, interviewing, reference checking, police and working with children checks, training, placement, engagement and retention
  - Maintain a data base and associated client management profile for volunteers, network partners and key contacts
  - Support partners to operate with a best practice lens by ensuring they are equipped to engage and support volunteer NILS workers
  - Provide acquired knowledge in the continuous improvement of policies, processes, volunteer position descriptions and associated volunteer coordination documentation, in line with National Standards
  - Support and contribute to evaluation activities directly related to volunteer coordination activities
  - In conjunction with the State Manager and SA team, gather, collate and synthesise information for the development of reporting for government, management and the partner network, as required
  - Actively participate in designing new processes and approaches to key activities
  - Attend sector activities to promote and value add to the volunteer coordination role
  - Contribute to organisational events – such as meetings, training sessions and conferences – with active participation when required
  - Contribute content to network newsletter and communications
  - Actively build relationships with internal stakeholders to support delivery of state and nation wide priorities within role scope
  - Actively contribute to local projects as required, including advocacy and broader community key contacts beyond the network
  - Participate in regular team and other meetings as required.
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## **Responsibilities of Good Shepherd Employees**

### **Strategy**

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

### **People**

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

### **Clients**

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

### **Service Delivery and Operations**

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

### **Stakeholders**

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

### **Compliance**

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviour's and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times.

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## **Qualifications, Experience and Mandatory Requirements**

1. Minimum 3 years coordinator level experience with volunteers
2. High-level oral communication skills and the ability to communicate and liaise effectively and sensitively with all internal and external stakeholders
3. High degree of intuition and judgement
4. Demonstrated organizational skills, with an ability to multi-task and prioritise
5. High attention to detail
6. Proactive with a positive and practical attitude
7. Ability to maintain spreadsheets and data bases accurately; and experience using web-based software to manage client and other information
8. An ability to support productive relationships with a demonstrated ability to work as part of a team and independently and with people at all levels.

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## **Key Selection Criteria**

- Demonstrated knowledge of volunteer recruitment, engagement and retention programs to meet existing and emerging needs
- Excellent interpersonal and verbal communications skills
- Ability to connect with a diverse range of people and build successful relationships
- Demonstrated experience engaging with key stakeholders to achieve positive outcomes
- Ability to conduct worker capacity reviews with the network and support the development of work plans that aim to fulfil gaps in terms of volunteer NILS workers
- Ability to monitor and report on project milestones and deadlines
- Developed written communication skills enabling the ability to draft reports, presentations and communications
- Demonstrated well developed organisational skills with the ability to undertake own administration activities
- Ability to manage competing demands and identify key priorities
- Demonstrated knowledge and understanding of the challenges facing low-income Australians and commitment to promoting financial inclusion, would be advantageous
- Experience working with clients on low-income, at risk of poverty or other capability service with an understanding of the challenges faced, would be advantageous
- Experience working in a dynamic environment with a range of people
- Previous experience in working within a for purpose organisation, would be advantageous
- A commitment to promoting financial inclusion.

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## **Values & Behaviours**

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

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## **Additional information**

### **Employment is subject to:**

- Relevant Qualifications/Registration Name
- A current Police Record Check
- A current Working with Children Check (WWCC) or state equivalent
- A current Driver's Licence
- Proof of the right to work in Australia
- Willingness and capacity to travel intra and inter-state when required and work occasional weekends and out of hours.

### **The above requirements will need to be supplied and verified prior to commencement**

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

**Pre-existing injury:** The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

**Equal opportunity:** Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. As such, people of all diversities are encouraged to apply, including those that identify as Aboriginal and Torres Strait Islanders. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

**Child Safe Employer:** Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

**Cultural competency:** Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

**Salary packaging** is available to all employees.