

POSITION DESCRIPTION

1. POSITION TITLE Volunteer Coordinator - CatholicCare Food Programs	2. POSITION LOCATION/S Hunter or Mid-Coast	3. DIRECT MANAGER Social Enterprise Coordinator
4. SERVICE AREA Social Justice Food Programs	5. CLASSIFICATION SCHADS 4	
6. POSITION SUMMARY		
<p>To coordinate the volunteer recruitment, training, onboarding and overall management of volunteers within CatholicCare Food Programs, ensuring that we work together to build a stronger, fairer and kinder society that values children, young people, families and individuals.</p> <p>The Volunteer Coordinator will be responsible for the general operations including: rostering, volunteer support, induction, and ongoing training of volunteers, ensuring safe food handling and preparation, stakeholder relationships, WH&S, community collaboration and liaison, liaison with schools and other interested parties including collaborating with parish priests and parishioners for the recruitment of new volunteers.</p> <p>The Volunteer Coordinator will work in collaboration with our community kitchens to deliver volunteer support and operational KPI's.</p>		
7. ESSENTIAL ATTRIBUTES & ACCOUNTABILITIES		
<ul style="list-style-type: none"> • A commitment to the Vision, Mission and Values of our organisation and willingness to actively engage in organisational events. • Demonstrated experience in managing people including people from diverse backgrounds. • Demonstrated experience in managing volunteer engagement and participation. • Knowledge and sound understanding of the national standards of volunteer involvement. • Sound understanding of kitchen operations and safe food handling practices. • Ability to work autonomously and as part of a team. • Excellent communication, negotiation, and problem-solving skills. • Sound Computer literacy including the management of a volunteer database. • Ability to deliver orientation and training. • Experience in working with diverse social backgrounds and life experiences, and vulnerable people with potentially complex presentations. 		
8. ESSENTIAL QUALIFICATIONS / LICENCES		
<ul style="list-style-type: none"> • Certificate IV in Co-ordination of Volunteer Program (or willingness to obtain) or equivalent relevant experience and/or extensive work history within the Social Services sector. • NSW Driver Licence. <p>Appointments are subject to reference checks and the following pre-employment checks:</p>		

- National Criminal History Record Check in accordance with the Disability Inclusion Act 2014.
- Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012.

9. ORGANISATIONAL ENVIRONMENT

CatholicCare Social Services Hunter-Manning is a not-for-profit organisation and a mission and outreach agency of the Catholic Diocese of Maitland-Newcastle. Our services include a range of child and family services, youth services, community services, refugee service, mental health and Permanency Support Programs. All staff are required to work within the ethos of the Catholic Church.

The Diocese of Maitland-Newcastle is committed to safeguarding children and vulnerable persons and preventing those in our care from suffering abuse or neglect. It is committed to implementing and maintaining compliance with the NSW Child Safe Standards and the National Catholic Safeguarding Standards and takes a zero-tolerance approach to abuse of children or vulnerable persons. All who work in the name of the Diocese must comply with the Diocesan Safeguarding Framework Policy and act in accordance with the Diocese's Code of Conduct which includes the Diocese's Safeguarding Commitment Statement. Employees are required to undergo a National Police Check and retain a valid NSW Working with Children Check where necessary, in accordance with legislation.

10. KEY CHALLENGES

- Coordinating volunteers requires excellent people skills, finesse, and patience. The retention of volunteers is essential to the success of CatholicCare Food Programs.
- Ensuring a global roster for volunteers is coordinated and managed in a timely and efficient manner.
- Ensuring consistent and streamlined volunteer recruitment and onboarding processes in consultation with Human Resources and other key business partners across CatholicCare and the Diocese.

11. KEY RELATIONSHIPS & COMMUNICATION

RELATIONSHIP	PURPOSE
1. Social Enterprise Coordinator	<ul style="list-style-type: none"> • Direct supervisor • Seek direction, advice, and support. • Provide information and feedback. • Work together as a team. • Coordinate and manage volunteers allocated to cooking and kitchens.
2. Volunteers	<ul style="list-style-type: none"> • Manage recruitment, onboarding, and training. • Coordinate rostering Manage performance and/or incidences
3. Community Support Coordinator	<ul style="list-style-type: none"> • Work together as a team. • Coordinates and manage volunteers allocated to donations. • Update reporting and newsletters • Ensure quality assurance
4. Cook	<ul style="list-style-type: none"> • Work together as a team. • Coordinate and manage volunteers allocated to bulk cooking.

5. Director of CatholicCare & Executive Manager	<ul style="list-style-type: none"> As required.
6. Communications	<ul style="list-style-type: none"> As required to coordinate promotional activities for volunteer recruitment
7. Quality and Compliance	<ul style="list-style-type: none"> WHS Compliance and training compliance
8. Finance	<ul style="list-style-type: none"> As required to support program delivery.
9. Human Resources	<ul style="list-style-type: none"> As required to support program delivery.
10. Office of Safeguarding	<ul style="list-style-type: none"> Reporting concerns related to vulnerable people as per the Diocese of Maitland-Newcastle, (DOMN) reporting policies and the employee Code of Conduct.

12. PERFORMANCE - COMPETENCE AND CAPABILITIES

The capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's Essential Attributes and Accountabilities.

Area of competence & capability	Indicative Tasks & Behaviours
Decision-making	<p>The primary focus of decision making for the Food Programs Volunteer Coordinator is to coordinate and manage volunteers across CatholicCare Food Programs. The volunteer coordinator is responsible for the recruitment, onboarding, training, support and management of volunteers.</p> <ul style="list-style-type: none"> Work collaboratively with the Social Enterprise Coordinator to ensure consistent and seamless delivery of volunteer recruitment, management, and support. Undertake and lead, targeted volunteer recruitment to meet current and emerging service support needs. Assess suitability of potential volunteers. Liaise with HR to ensure WWCC and National Police Checks, are completed prior to volunteers being engaged in work and remain up to date. Develop and maintain effective feedback communications and forums with the volunteer workforce. Build strong working relationships with volunteers to understand and support their volunteer pathways in the program. Coordinate and allocate a pool of volunteers across different streams of food programs e.g., community kitchens, donations, mobile kitchens.

	<ul style="list-style-type: none"> • Manage and coordinate daily rosters of volunteers. • Coordinate and supervise volunteers to achieve operational and organisational outcomes. • Ensure all volunteers receive yearly WHS, safe food handling and preparation training, as well as ad hoc training and volunteer career pathways. • Develop and maintain an accurate data base of available, credentialled volunteers. • Work in collaboration with Diocese and CatholicCare business partners to ensure any performance, safety, WHS or other matters of concern regarding volunteers are managed in line with relevant legislation, policy and procedures. • Develop and coordinate monthly business activity and program outcome reports. • Contribute to the ongoing growth and vision of Food Programs. • Other duties as required.
Display resilience & courage	<ul style="list-style-type: none"> • Be flexible, adaptable and respond quickly when situations change. • Work through problems and overcome challenges by promoting strengths and using supports. • Stay calm and focused in the face of challenging situations.
Act with Integrity	<ul style="list-style-type: none"> • Represent CatholicCare in an honest, ethical and professional way and encourage others to do so. • Demonstrate professionalism to support a culture of integrity within the team/unit. • Set an example for others to follow and identify and explain ethical issues. • Ensure that others understand the legislation and policy frameworks within which they operate. • Act to prevent and report misconduct, illegal and inappropriate behaviour.
Work Collaboratively	<ul style="list-style-type: none"> • Work as a supportive and co-operative team member, share information and acknowledge others' efforts. • Respond to others who need clarification or guidance on the job. • Identify opportunities to help others when workloads are high. • Keep team and supervisor informed of work tasks.

Think & Solve Problems	<ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence. • Identify issues that may hinder completion of tasks and find appropriate solutions. • Be willing to seek out input from others and share own ideas to achieve best outcomes. • Identify ways to improve systems or processes which are used by the team/unit.
Plan & Prioritise	<ul style="list-style-type: none"> • Plan and coordinate allocated activities. • Re-prioritise own work activities on a regular basis to achieve set goals. • Contribute to the development of teamwork plans and goal setting. • Understand team objectives and how own work relates to achieving these.
Technology	<ul style="list-style-type: none"> • Display familiarity and confidence in the use of core office software applications or other technology used in role. • Understand the use of computers, telecommunications, audio-visual equipment, or other technologies used by the organisation. • Understand information, communication and document control policies and systems, and security protocols. • Comply with policies on acceptable use of technology.

13. MISSION – VISION – VALUES

Our Mission

CatholicCare Hunter Manning listens and responds by working together with communities to build a stronger, fairer and kinder society that values children, young people, families and individuals. Through Christ's mission we seek to provide opportunities for people to 'have life and have it to the full'.

Our Vision

For inclusive, just and strong communities. We nurture, respect and encourage strong relationships where the individuality and strengths of each person are respected, valued and celebrated.

Our Values

Respect – We show consideration for ourselves and others, whilst recognising each other's differences

Justice – We believe in, actively seek and encourage, equality for all

Connection – We are committed to developing and enhancing meaningful relationships with, and between, our communities including agencies of the Catholic Diocese of Maitland-Newcastle, funding bodies and like-minded organisations that uphold a commitment to assisting the vulnerable.

Collaboration - We encourage teamwork that achieves tangible outcomes through open communication, lateral thinking and positive reinforcement

Innovation – We anticipate change and proactively ensure our service delivery is at the forefront of industry standards.

14. EMPLOYMENT CONDITIONS

All CatholicCare employees are required to participate in performance management, in accordance with our policies and procedures.

In line with our values, all CatholicCare employees are offered appropriate education and development opportunities, some of which may require compulsory attendance.

15. LEGISLATION & CATHOLICCARE POLICY

Occupants must:

- Abide by the laws and regulations of the Commonwealth of Australia, its States and Territories. Any criminal or civil action taken against the occupant must be reported immediately to the Director/HR Manager.
- Take all care and reasonable action to familiarise themselves with Diocese of Maitland-Newcastle, (DOMN) policies and procedures, CatholicCare Social Services policies, practices and procedures, and the employee Code of Conduct to ensure compliance with WH&S laws and regulations.
- Abide by all DOMN policies and procedures, including mandatory reporting legislation, Diocesan Child Protection Policy and the reporting requirements of the Office of Safeguarding.
- Not take advantage of their role and position within CatholicCare for personal gain.
- Take responsibility for their personal safety and the wellbeing of other employees, clients, contractors and visitors to CatholicCare sites.
- Only make operational and financial decisions within their delegated responsibilities.

16. EXPECTED EMPLOYEE BEHAVIOUR

Employees must:

- Display a commitment to the Mission, Vision & Values of CatholicCare
- Display respect for themselves and their colleagues
- Have a commitment to teamwork and contribute to the team and organisational performance by seeking ways to continually improve
- Deal with residents/People We Support in line with relevant legislation
- Attend staff meetings and compulsory education when required
- Maintain confidentiality and exercise discretion in relation to all CatholicCare matters and personal information concerning colleagues and residents / People We Support

Position Description last reviewed:	December 2024	Next review due:	December 2025
Employee Signature:		Date:	
Employee Name:			