

# Position Description



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<b>Position:</b>	<b>Volunteer Operations Officer</b>
<b>Reports to:</b>	Volunteer Engagement Manager
<b>Employment Type:</b>	Fixed-Term contract to 24 December 2021, Part Time (0.6 FTE) (Parental Leave cover)
<b>Award Pay Level:</b>	Level 4 under the Social, Community, Home Care and Disability Services Industry Award 2010
<b>Location:</b>	Based at 214-218 Nicholson St Footscray

## Organisational Context

The Asylum Seeker Resource Centre (ASRC) is the largest aid, employment, health and advocacy organisation for people seeking asylum in Australia. The ASRC provides a range of direct services as well as participating in law reform, campaigning and lobbying.

## ASRC Volunteer Engagement Program

The ASRC's workforce is predominantly made up of volunteers. Within this context the aim of the Volunteer Engagement Program is to ensure that the ASRC has a robust and viable workforce to deliver its wide range of services, ranging from Human Rights Law, Health, Education, Mentoring, Social and Community Development, to name a few.

The Volunteer Engagement Team oversees recruitment, selection, and engagement of a workforce of 1,200 volunteers, as well as supporting more than 100 paid staff in regards to volunteer engagement and retention.

The Volunteer Operations Officer is responsible for overseeing the administration and operations of the team, and plays the crucial role of ensuring that all of these processes run smoothly and efficiently.

As a direct result of your work you will enable the organisation to grow and strengthen its volunteer workforce. This in turn will assist us to meet our strategic goals and achieve our vision that all those seeking asylum in Australia have their human rights upheld and receive the support and opportunities they need to live independently.

## Key Responsibilities

- Oversee smooth and efficient administration/operations across the entire volunteer lifecycle, including recruitment and selection, induction, management of active volunteers and off-boarding
- Oversee the work of 3 - 5 volunteers who assist with the team's administrative work
- Oversee the maintenance, updating and optimisation of volunteer data in the ASRC's database
- Manage and optimise processes to ensure volunteers complete all necessary training and paperwork
- Manage and maintain communications with potential, new and current volunteers
- Manage and maintain relevant communications with ASRC staff in regards to volunteers
- Maintain volunteer process documentation, including Volunteer Position Descriptions and Student Placements
- Assist the Volunteer Engagement Manager in the implementation of Volunteer Engagement initiatives and the delivery of volunteer events
- Maintain volunteer website content and compile the Weekly Volunteer Bulletin
- Identify areas for improvement to ensure that the program continues to meet the ongoing and changing needs of the organisation
- Other administrative duties as directed by the Volunteer Engagement Manager

## Selection Criteria

### Essential

- A genuine passion for and high level experience in administration
- High level database skills and experience
- High level of competency in the use of MS Office, email management and web-based software
- Experience with database administration and database management
- Excellent time-management skills and a meticulous eye for detail
- Excellent interpersonal skills and experience working with both internal and external stakeholders
- Demonstrated experience in documentation and process optimisation
- Ability to supervise a team of volunteers to support the functions of this position
- Ability to work flexibly, independently and creatively in a demanding NGO environment

### Desirable

- Experience in volunteer management or recruitment
- Experience with online communications and web content, e.g. eDM production, Wordpress and HTML editing.
- Experience working with Culturally & Linguistically Diverse (CALD) communities