

Position Description

Position:	Volunteer Engagement Lead (Parental Leave Cover)
Reports To:	Head of People & Culture
Award Pay Level:	Level 6 under the Social, Community, Home Care and Disability Services Industry Award
Location:	Footscray VIC (Flexible work arrangements available, travel to other ASRC sites required)

Organisational context

The Asylum Seeker Resource Centre (ASRC) is a leading advocacy organisation for people seeking asylum in Australia. We are a values-driven organisation that strives to be part of a movement that helps people seeking asylum by providing direct services such as assistance with accommodation, food, casework, employment, education and legal services. We campaign and lobby with our sector to drive law reform and policy change.

At the heart of the ASRC strategy is the people we serve, and our commitment to ensuring that their voices of lived experience are embedded in all that we do. The ASRC exists for refugees and asylum seekers, and we are in the service of this community of people. It's important that our work and focus is led by what this community needs, expects and wants from us.

About the Portfolio and Department

The ASRC recognises that its people are at the heart of the ASRC movement and are key to delivering the range of services for people seeking asylum. The People & Culture team are primarily responsible for supporting the organisation's workforce (staff & volunteers) lifecycle from end to end. The People & Culture team supports the workforce, including volunteers, to perform at their best, to ensure the highest quality of service for the ASRC's key stakeholders; people seeking refuge and asylum in Australia.

Position Purpose

The Volunteer Engagement Lead manages the development and implementation of the ASRC workforce goals for volunteering. Award-winning, inclusive volunteer program manages a program of over 480 volunteers across 12 programs. In conjunction with the wider People and Culture team, this role ensures best practice strategies are implemented for ASRC volunteers, ensuring an engaged and connected experience. This role will ensure a strong connection with the external volunteer environment, as well as focus on reviewing, developing, and driving contemporary updates to internal volunteer workforce engagement practices. Strong stakeholder relationships is key to success as is accessing and using data to inform decision making and identifying opportunities for continuous improvement.

Key Accountabilities

- Review the program and identify improvements to process, policy, ways of working and technology to enhance the volunteer experience.
- Manage the volunteer recruitment process ensuring positive experience for volunteers and diverse and equitable recruitment outcomes.
- Develop, deliver, and implement volunteer engagement strategy and related initiatives identified in the People & Culture strategic goals related to strengthening all aspects of volunteering at ASRC.
- Manage the integration of technology to improve the efficiency and effectiveness of processes involved in volunteer recruitment, onboarding, offboarding and communication.
- Report on volunteer metrics and analytics, providing and using data to improve decision making.
- Provide specialist advice and consultancy services to stakeholders on all aspects of the volunteer lifecycle.
- Increase volunteer engagement including number of volunteers, volunteer attendance at briefings, and support internal program volunteer coordinators.
- Manage volunteer events and recognition programs to ensure volunteers feel valued for their contribution to ASRC.
- Build organisational capability in volunteering through learning opportunities, communities of practice, and the development of tools and knowledge resources.
- Liaise and collaborate with subject matter experts from across the organisation to deliver volunteer workforce solutions, facilitating information sessions.
- Facilitate relationships with external volunteer peak bodies and community groups, highlighting the strengths of our program and bringing back learnings and opportunities to ASRC.
- Lead a team of volunteers to support and enhance the work of the volunteer team.
- Support the Head of People & Culture in the coordination and implementation of organisation change management programs and other projects as they

impact volunteer workforce.

All ASRC People Will:

- Understand and follow their responsibility to always act in a manner that supports the safety, health and wellbeing of themselves and others in the workplace.
- Centre the rights of people seeking asylum and actively working toward bringing the ASRC vision and purpose to life.
- Demonstrate the ASRC values of Collaboration, Welcome, Courage and Authenticity and demonstrate behaviours that contribute to a culturally safe, inclusive and respectful workplace.

Role Requirements**Essential Skills, Experience & Qualifications**

- Significant experience in developing, leading, and successfully implementing volunteer strategies, frameworks, and programs.
- Experience in reviewing and improving processes and programs including technology.
- Strong written and verbal communication including public speaking, writing program proposals and policies and processes.
- Ability to build strong relationships with a broad range of people including volunteers and stakeholders.
- Demonstrated HRIS experience, with strong knowledge in system usage and reporting functions, preferably in Salesforce, Cloud 4J and Form Assembly and Job Adder.
- Ability to work autonomously as well as contribute effectively as part of a team.
- Experienced in organising and managing events.
- Willingness to work onsite to build relationships with volunteers across a number of programs and skill sets.
- Willingness to travel to Dandenong on a regular basis.

Desirable:

- Knowledge of the policy context of practice with asylum seekers visa categories/conditions, and the barriers faced by people seeking asylum in Australia
- Lived experience of seeking asylum.

Policy and screening requirements

All ASRC staff and volunteers are required to adhere to policies and procedures which aim to further culturally safe, inclusive and respectful work practices. All offers of employment are subject to satisfactory Criminal History Check and provision of a valid Working with Children Check prior to commencement.

I have read and understood and agree to perform the responsibilities outlined in this position description.
Name:
Date: