



Position Description

Position Title	Coordinator Community Connections (Volunteers)
Program and/or Team	Volunteer and Community Connections
Reports to	Team Lead, Community Connections
Direct Reports	N/A
Primary Location	2A Gardeners Road East Bentleigh Staff may be required to work at other Connect Health & Community or partner sites.
Enterprise Agreement	Community Health Centre (Stand Alone Services) Social & Community Services Employees Multi Enterprise Agreement 2017 — 2020
Classification Grade	SACS Level 4
Status, FTE and Hours	Fixed term to 30 June 2024. Part time - 17 Hours per week.
About Connect Health & Community	<p>We are a not-for-profit community health service, helping residents in the southeast, Bayside and Glen Eira areas.</p> <p>We are the largest provider of problem gambling services in Victoria and have been providing health and social services to the local community for more than 40 years.</p> <p>We offer programs and services across the southeast of Melbourne with locations in Bentleigh East, Cheltenham and Sandringham.</p> <p>We hope you enjoy your role and find meaning and purpose in working in community health.</p>
Transfer of Employment to Better Health Network	<p>Connect Health have recently voluntarily amalgamated with two other community health organisations, Star Health and Central Bayside Community Health Services, to form a new entity called Better Health Network, which will be a larger, more influential organisation.</p> <p>At a date to be determined, the terms and conditions of your employment will transition to BHN and will remain unchanged.</p> <p>For further details please refer to: Home NewCo VA (voluntaryamalgamation.com.au).</p>

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<p>Role Objectives</p>	<p>The Volunteer and Community Connections team ensures the delivery of an effective and safe non-emergency transport service and volunteer program.</p> <p>Reporting to the Team Lead, this role undertakes core and support functions to ensure the day-to-day operations of the Volunteer & Community Connections team.</p> <p>The Volunteer and Community Connections team works collaboratively to support each other to meet team objectives.</p> <p>This role has responsibility for core functions related to and general team functions:</p> <ul style="list-style-type: none"> • Core volunteer management • General team support
<p>Position Specific Outcomes</p>	<p>Core volunteer functions include:</p> <ul style="list-style-type: none"> • Recruitment, on-boarding, induction, training, supervision and administration in accordance with Connect Health's policies and procedures, and the National Standards for Volunteer Involvement. • Ensure all volunteer roles have a clearly defined role description • Schedule and coordinate volunteer rosters for activities and programs • Manage and maintain a volunteer database to ensure currency • Manage and respond to prospective volunteer enquiries in a timely manner • Plan and deliver the volunteer engagement and recognition program and associated communications, activities and events • Review, update and implement volunteer policies and procedures, ensuring alignment with Connect Health values • Support volunteers through regular contact and providing pathways for the resolution of identified issues • Develop processes for continuous improvement, taking into account volunteer, organisational and stakeholder feedback, to support both organisational goals and deliver a purposeful and rewarding experience for volunteers • Ensure accurate data, information and statistics are collected and maintained, including volunteer hours and maintaining the volunteer (Crew) database and hardcopy/digital files • Be proactive with compliance expiry dates and assist volunteers with CrimCheck and WWCC renewals • Undertake reporting and analysis of all aspects of the program in a timely manner to identify trends and determine if program objectives, targets and outcomes have been met. <p>General Group Transport support functions include:</p> <ul style="list-style-type: none"> • Support the Group Transport coordinator to ensure timely, efficient and safe Group Transport services, to meet program and client needs and funding body requirements <p>General team functions include:</p> <ul style="list-style-type: none"> • Assist team members with daily workload • Answer phones and allocate Individual Transport requests in Trips • Check Community email and ensure all emails are addressed daily • Other duties as reasonably required in order to meet the team and organisation objectives.

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<p>Responsibilities of all workers</p>	<p>Promote activities and programs in accordance with our Strategy, Vision and Purpose.</p> <p>Model our Values in the workplace.</p> <p>Adhere to our Code of Conduct, Child Safe Code of Conduct and NDIS Code of Conduct (where relevant).</p> <p>Comply with our funding and legislative requirements, including policies, procedures and systems and those of other external stakeholders.</p> <p>Promote awareness that we encourage consumer, carer and community participation.</p> <p>Participate in meetings, training and development, quality improvement processes and workplace health and safety requirements.</p> <p>Undertake other duties as directed.</p>
<p>Key Selection Criteria Mandatory</p>	<p>Qualifications and experience</p> <ul style="list-style-type: none"> • Tertiary qualification in community services or similar • Demonstrated previous experience working coordinating a volunteer program or significant previous community sector experience in a comparable role. <p>Key Skills, Competencies and Personal Attributes</p> <ul style="list-style-type: none"> • A highly professional, responsive and customer/client-oriented approach to the delivery of services. • An understanding of the issues facing older people and people from diverse backgrounds. • Proficient in using a range of Microsoft Office packages and client/volunteer databases. • Sound time management, planning, and organisational skills to meet the demands of the busy position • Strong interpersonal communication skills including tact, constructive feedback, discretion and effective listening • Demonstrated networking and relationship management skills. • Demonstrated capacity to work both autonomously with limited support and as a team member • Proven high level ability to analyse situations and propose creative solutions and to recognise when to seek further advice. • Demonstrated understanding of continuous improvement, client safety and risk management principles. <p>Current and valid Victorian Driver’s License</p>
<p>Desirable</p>	<ul style="list-style-type: none"> • Experience in sourcing and recruiting volunteers through various techniques.

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Compliance	<p>A Valid Working with Children Check and Police Check are mandatory.</p> <p>Employees must maintain and keep up to date all mandatory compliance requirements (Working with Children Check, Police Check, Professional Registration and NDIS Worker Screening Check (if relevant)), related to their position at their own cost.</p> <p>Under the <i>COVID-19 Mandatory Vaccination (Specified Facilities) Directions</i>, Connect Health are required to collect, record, and hold vaccination information about all employees and are not able to permit an employee who is not fully vaccinated to work onsite unless an approved Medical Exemption applies. Employees must be able to comply with this requirement.</p>
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This position description may be modified from time to time to reflect organisational changes.

Employee Declaration:	I have read, understand, and agree to work in accordance with this Position Description.
Employee Name:	
Employee Signature:	
Date:	