



OzHarvest | Job Description

Your Position Title:	National Volunteer Lead
You'll Report to:	Head of People and Culture
Classification :	Full Time
Headcount or Hrs/wk :	38 hrs / week
Date :	May 2022

Your Key Relationships
The National Volunteer Manager is part of the collaborative OzHarvest team, which includes Volunteer Coordinators, State Managers, Management Team members, OzHarvest drivers, chefs, office staff and volunteers. You'll also work with external stakeholders including Food Donors, Recipient Agencies, Volunteer peak bodies, government departments, and the general public.

What we're about
Our purpose is to Nourish our Country. Through food rescue, education, community engagement and innovation. As an organisation we are connected by four key values:
Connected by a cause: We are a magnet for magnificent people, connected by a common purpose. This mission of ours is contagious. It will take all of us, every day, every way. Our cause comes to life with every single one of us.
Nourish & Grow: We're creating a culture of giving. When we grow ourselves, we grow each other and nourish others. When we nourish others, we ourselves grow. Not just in times of vulnerability, but as we thrive.
Boldly Courageous: We speak and act boldly for the change that needs to happen. We embrace every challenge with optimism, dignity and respect.
With Gratitude: We are grateful. Always. To each other. To the people we serve. To the people who give so generously. For the work we do, and the work to be done.

About the role
The purpose of this role is to be responsible for leadership, development, and guidance of the OzHarvest volunteer programs. The National Volunteer Lead will ensure that corporate engagement activities and volunteer programs are compliant with national volunteer standards and with key volunteer legislation. The National Volunteer Lead will support the Volunteer Coordinators and employees of OzHarvest to implement local and national volunteer programs that ensure the best experience for all volunteers.

Your Key Responsibilities
<i>Be a positive and effective team member and bring the OzHarvest values to life :</i>
<ul style="list-style-type: none"> • Demonstrate each value in every one of your actions and decisions • Contribute to the successes of your team by supporting your team mates to be the best they can be • Communicate honestly and openly at all times
Key Responsibility Area 1 – Strategy and Growth
<ul style="list-style-type: none"> • Collaborate with the Head Office Team to design and implement business plans • Maintain a vision for the growth and reach of OzHarvest Volunteering Programs in alignment with OzHarvest Vision and its agenda • Support the sustainable growth of the volunteer program through the development of consistent training and onboarding materials and standardisation of communication methods



- Measure and report to the Board on participation rates, revenue generation, conversion rates and retention rates
- Implementation of national volunteer strategic priorities
- Contribution to the development and growth of the regional volunteer program

Key Responsibility Area 2 – Volunteer Resource Management

- Define, manage, implement and communicate the processes, tools and procedures for:
 - Volunteer Recruitment and Selection
 - Volunteer Onboarding and Induction
 - Volunteer Engagement
 - Volunteer Training and Development
 - Volunteer Performance and Grievance Management, and
 - Workplace Health and Safety

Key Responsibility Area 3 – Program Development

- Ensure consistency between all programs delivered to Partners from our various locations across Australia, working with the State Volunteer Coordinators to achieve this
- Develop and innovate existing and new volunteer engagement ‘products’, initiatives and events
- Support Volunteer Coordinators and Chapter Coordinators to adapt volunteer programs to suit local capacity
- Train and support co-ordinators and key volunteers to bring programs to life
- Contribute to an increase of OzH SROI to grow skilled volunteering

Key Responsibility Area 4 – Volunteering Program Engagement

- Continuous improvement of existing volunteer programs, including collection and monitoring of feedback
- Active facilitation of the Volunteer Advisory Committee
- Support Volunteer Coordinators to communicate effectively with their volunteer while maintaining brand standards and regularity
- Develop and distribute the national volunteer newsletter (VAN) in partnership with the Editorial Team
- Support the regional volunteer coordinate to encourage active volunteer engagement and ensure all volunteer chapters are compliant with national minimum standards

Personal Specifications

Qualifications

- Current and Valid Police Check (definitely)
- Bachelor’s Degree or higher in Business, Human Resources, Project Management, Communications or similar

Skills, Knowledge & Experience

- Demonstrated volunteer management experience at a leadership level
- Proven experience in leading, nurturing and supporting teams
- Knowledge of volunteer standards and legislation and best practice
- Experience in implementing best practice solutions in volunteer or people programs
- Ability to manage multiple projects and complex tasks
- Proficiency in creating handbooks, training manuals and other program materials
- Strong skills and experience in database management
- Strong skills in IT and computer programs
- Sound commercial and analytical acumen



Personal Abilities and Aptitudes

- Energetic, positive and proactive attitude
- Action-oriented with a drive for achieving targets and growth
- A strong commitment and enthusiasm towards the vision of OzHarvest
- Excellent communication and interpersonal skills, across all mediums
- Ability to communicate with a diverse audience
- Innovative, creative and able to act with initiative and flair
- Great organisational skills and the ability to prioritise tasks and time manage
- Flexible and highly responsive to changing priorities and circumstances
- Ability to identify and troubleshoot issues that arise with creativity and initiative
- Dependability and accountability
- Strong attention to detail
- A commitment to self-improvement and self-development
- Determination and focus
- Compassion and empathy

Employee Acknowledgement

I acknowledge that I have read and understand the above Job Description and agree to carry out all duties as described to the performance standards required, adhering to the policies listed below.

Employees Name: _____

Signature: _____ Date: _____

OzHarvest Policies that apply to this role:

- Covid Policy
- Code of Conduct Policy
- Employment policy
- WHS Policy
- Leave Policy
- Flexible Work Arrangements Policy
- Communications Policy