



Nourishing Our Country

## OZHARVEST | JOB DESCRIPTION

<b>Your Position title:</b>	QLD Volunteer Coordinator
<b>You'll report to:</b>	QLD State Manager
<b>Classification</b>	Full Time
<b>Headcount or hours/wk:</b>	38 hours/week
<b>Date:</b>	May 2022

### Your key relationships

The QLD Volunteer Coordinator is part of the collaborative OzHarvest team, which includes our State Manager, National Volunteer Lead, State Program Coordinators, Interstate Volunteer Coordinators, OzHarvest QLD drivers, chefs, office staff and volunteers. You'll also work with external stakeholders including Food and Financial Donors, Recipient Agencies, Corporate Supporters, Education Institutions 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 QLD Volunteer Coordinator is responsible for:

- Sourcing, engaging, nourishing and managing our Brisbane, Cairns, Gold Coast, Toowoomba and Townsville volunteer family - an incredible and extraordinary group who enable OzHarvest's Purpose of Nourishing Our Country
- Provisioning and coordinating our volunteers for critical, exciting and unique OzHarvest Events, activities and core business requirements
- Evaluating the strengths and capabilities of our volunteers and ensuring they have the best and most purposeful opportunity and valued experience with our family
- Providing our volunteers with genuine purpose and acknowledging their impact on the community whilst undertaking their roles, ensuring their longevity and service with our family
- Administering volunteer recruitment, induction, training, role and task assignments

### Your Key Responsibilities

*Be a positive and effective team member and bring the OzHarvest values to life :*

- Demonstrate each of our values 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

*Volunteer Resource Management:*

- Volunteer Recruitment and Selection
- Volunteer Onboarding and Induction
- Volunteer Training and Development
- Volunteer Performance and Grievance Management
- Workplace Health and Safety

*Maximise Volunteer Engagement:*

- Engage our volunteer community providing them with the opportunity to find true purpose and belonging through their engagement with OzHarvest
- Manage the production of regular OzHarvest Volunteer Callout emails
- Devise volunteer appreciation initiatives, not limited to in person/virtual events, recognition of milestones, team building, and growth/development opportunities
- Ensuring that all inquiries from potential new volunteers are responded to in a timely manner
- Manage volunteer queries through various channels
- From time to time, attend both volunteer and corporate engagement activities to provide leadership
- Manage the engagement and relationship/nurturing of all family and corporate volunteers with and within the OzHarvest staff team

*Volunteer Program Administration:*

- Schedule and coordinate volunteer rosters for activities, programs, events, and as requested by the State Program Coordinators and OzHarvest team
- Management, maintenance and ensuring currency of the volunteer database and web-based management tools
- Provide feedback and advice to ensure compliance with relevant legislation including volunteer, workplace health and safety and service standards
- Devise activity briefs, position descriptions and training materials, to ensure volunteers are informed on how to carry out their designated role in an effective and safe manner

*Volunteer Program Development:*

- Develop new programs and initiatives that support OzHarvest's objectives, and ensure that volunteers are well supported in their roles
- Identifying and creating additional opportunities and activities for Corporate Volunteers to be involved in our work
- Provide feedback and support to the QLD State Manager with continuous improvement initiatives and opportunities

**Personal Specifications**

**Qualifications**

- Current driver's licence and the willingness to drive in the course of work (essential)
- Current and Valid Police Check and Blue Card (essential)
- Current Covid 19 Vaccination Certificate (essential)
- Bachelor Degree or at least 3 years' equivalent experience in Volunteer Management, Human Resource Management (including recruitment, selection, induction), Workforce Management or Project Management (desirable)

**Skills, Knowledge & Experience**

- Thorough understanding of the OzHarvest cause and values
- Demonstrated capacity to recruit, coordinate, and supervise volunteers or staff within a community-based organisation
- Strong personal and team-based organisational skills, including the ability to coordinate projects, motivate and work successfully with volunteers, staff, and other people with diverse interests and backgrounds
- Excellent problem solving and planning skills, balanced with ability to react quickly to events and to prioritise in a fast-moving environment
- Well-developed time management and organisational skills
- Experience in office administration and database management; intermediate technology skills with MS Office and Salesforce (or ability to learn)
- High-level ability to confidentially manage information and data
- History of volunteering within the community
- Skills in fundraising, event and activity management (desirable)
- Food Industry Experience (desirable)
- Demonstrated understanding and commitment to the National Standards for Volunteer Involvement

**Personal Abilities and Aptitudes**

- A strong commitment and enthusiasm toward the purpose and values of OzHarvest
- Energetic, positive and proactive
- Ability to work autonomously and as part of a team
- Ability to coordinate multiple administration tasks and projects in a time pressured environment
- Strong communications skills and the ability to build and nurture relationships
- Attention to detail and a strong customer service approach
- Ability to work effectively under pressure
- Flexibility
- Enthusiasm and highly effective interpersonal, written and oral communication skills
- Drive to learn and improve

**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.

**Employee Name:**

**Signature:**

**Date:**