



Nourishing Our Country

OZHARVEST | JOB DESCRIPTION

Your Position Title:	WA Volunteer & Projects Coordinator
You'll Report to:	State Manager
Classification:	Permanent part-time
Headcount or Hrs/wk :	22.8 hours per week
Date:	July 2022

Your Key Relationships

The Volunteer & Projects Coordinator is part of the collaborative OzHarvest team, which includes WA State Manager, WA Logistics Manager, National Volunteer Coordinator, OzHarvest Drivers, Chefs, Office Staff and Volunteers. You'll also work with external stakeholders including Food Donors, Recipient Agencies, Guests and Clients.

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 Volunteer & Projects Coordinator will be primarily responsible for creating volunteer opportunities in each area of the business. They will be the first point of contact for our yellow army in Western Australia. They will coordinate the administration of volunteers including documentation and compliance, guaranteeing the safety of our volunteers, Salesforce rostering and monthly Volunteer newsletters. They will coach and mentor all OzHarvest staff on how to work with our volunteers. This person will also play a key role in supporting the management of food relief projects.

Your Key Responsibilities

- Be a positive and effective team member and bring the OzHarvest values to life.
- Demonstrate each value in every one of your actions and decisions.
- Contribute to the successes of your team by supporting your teammates to be the best they can be.
- Communicate honestly and openly at all times.
- Ensure that our volunteer community are welcomed into the OzHarvest family and has adequate opportunities to feel connected to the purpose of OzHarvest.
- Manage the recruitment and selection of volunteers, their onboarding and induction.



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- Manage all prospective and active volunteer queries through the various channels of email, phone and online etc. in a timely manner.
- Conduct volunteer induction, activity briefs and materials, to ensure volunteers are informed on how to carry out their designated role in an effective and safe manner.
- Develop the monthly OzHarvest WA Volunteer newsletter.
- Management, maintenance and ensuring currency of the volunteer database and web-based management tools.
- Plan, organise and coordinate all WA volunteer engagement activities.
- Schedule and coordinate volunteer rosters for activities, programs and events or as requested by the OzHarvest team.
- Assist the OzHarvest team with the development of new projects and initiatives to ensure that volunteers are well supported in their roles.
- Assist with the planning and administration of events where volunteer resource is utilised.
- Attend volunteer activities to provide leadership and further our connections with our volunteers.
- Provide feedback and support to the WA State Manager and the National Volunteer Manager with continuous improvement initiatives and opportunities.

At OzHarvest we are a small family and there are fabulous opportunities for each of us to work together to contribute to deliver on our purpose to Nourish our Country. These could include a range of reasonable additional duties from time to time as required.

Personal Specifications

Qualifications

- Current Driver's Licence
- Current and Valid Police Check
- Working with Children Check

Skills, Knowledge & Experience

- Thorough understanding of the OzHarvest cause and values
- Experience in managing internal and external relationships with stakeholders, particularly volunteers
- Excellent problem solving and planning skills, balanced with ability to react quickly to events and to prioritise in a fast-moving environment.
- Skills in event and activity management and volunteer leadership
- Well-developed time management and organisational skills
- Intermediate computer skills (or ability to learn) – MS Office plus Salesforce

Personal Abilities and Aptitudes

- A strong commitment and enthusiasm toward the purpose and values of OzHarvest
- Energetic, positive and proactive
- Ability to manage multiple stakeholders and multiple tasks
- Strong communications skills and the ability to build and nurture relationships
- Strong customer service approach
- Ability to work effectively under pressure



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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:** _____