



Nourishing Our Country

## OZHARVEST | JOB DESCRIPTION

<b>Your Position title:</b>	NSW&ACT Volunteer Coordinator
<b>You'll report to:</b>	NSW&ACT Volunteer Lead
<b>Classification</b>	Part time
<b>Headcount or hours/wk:</b>	22.8 hours per week
<b>Location:</b>	Newcastle (with some travel required to regional NSW and Sydney)
<b>Date:</b>	May 2023

### Your key relationships

You'll be part of the collaborative OzHarvest team, which includes the NSW&ACT State Manager, National Volunteer Lead, NSW&ACT Volunteer Lead, NSW&ACT Volunteer Coordinators, Newcastle City Manager, Canberra City Manager and regional Chapter Coordinators. It also interacts with interstate Volunteer Coordinators, OzHarvest Management, staff including OzHarvest Drivers, Education Program Coordinators, and Cooking for A Cause Chefs, and of course, OzHarvest Volunteers.

You'll also work with external stake holders including the general public, OzHarvest corporate partners, financial and food donors/celebrities/media and hospitality industry personalities, service providers and contractors.

### 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.



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### About the role

The NSW&ACT Volunteer Coordinator is responsible for and will oversee:

- Sourcing, engaging and managing OzHarvest volunteers, who are an incredible and extraordinary group of people who enable OzHarvest's purpose of Nourishing Our Country.
- Work closely with and assist the NSW&ACT Volunteer Lead and local City Manager to ensure all volunteer enquiries are actioned and the necessary support is given to ensure volunteer engagement across all programs & locations within your zone (this may involve some regional and domestic travel)
- 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 most purposeful opportunity and valued experience within OzHarvest.
- Providing our volunteers with genuine purpose and acknowledging their impact whilst undertaking their roles, ensuring their longevity and service to OzHarvest.
- Managing 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 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 organisation and have adequate opportunities to feel connected to the purpose of OzHarvest.
- Manage the recruitment and selection of volunteers, their onboarding and induction.
- Manage all prospective and active volunteer queries through the various channels of email, phone, online, etc. in a timely manner.
- Conduct volunteer inductions and produce activity briefs and materials, to ensure volunteers are informed on how to carry out their designated roles in an effective and safe manner.
- Develop regular OzHarvest Volunteer Callout email newsletters.
- Management, maintenance, and ensuring currency of the volunteer database and web-based management tools.
- Plan, organise and coordinate all Newcastle, Central Coast, Coffs Harbour and Port Macquarie volunteer engagement activities.
- Schedule and coordinate web-based volunteer rosters for activities, programs and events or as requested by the OzHarvest team.
- Assist the OzHarvest team with the development of new programs, training, 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.
- From time to time, attend volunteer activities to provide leadership, ensure WHS and on-shift training materials are up to date, and further our connections with our volunteers.



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- Provide feedback and support to the NSW/ACT Volunteer Lead and the National Volunteer Manager with continuous improvement initiatives and opportunities.
- Actively participate in performance development processes to meet organisational requirements and own career aspirations.

## **Personal Specifications**

### **Qualifications**

- Bachelor's degree or at least 2 years' equivalent experience in Volunteer Coordination, Human Resource Management (including recruitment, selection, induction), Workforce Management or Project Management
- Working With Children Check (WWCC).
- Relevant key personnel and probity checks are required by legislation and OzHarvest policy
- Current driver's licence and the willingness to drive in the course of work (essential)

### **Skills, Knowledge & Experience**

- Thorough understanding of the OzHarvest cause and values.
- Demonstrated ability to recruit, coordinate, and supervise volunteers or staff.
- Strong personal and team-based organisational skills, including the ability to coordinate projects, motivate and work successfully with volunteers, staff, and other people with varied interests and backgrounds.
- Flexibility and willingness to work weekends and evenings if required.
- Ability to set priorities and manage multiple competing demands with tight timeframes.
- Understanding and commitment to the principles of continuous quality improvement.
- Experience in office administration and database management.
- Strong PC-based applications skills in a Microsoft office environment, and high-level ability to manage information and data.
- Knowledge of Salesforce is an advantage.
- Demonstrates high level of confidentiality.
- Experience working alongside volunteers; history of volunteering within the community.
- Demonstrated understanding and commitment to the National Standards for Volunteer Involvement.

### **Personal Abilities and Aptitudes**

- A strong commitment and enthusiasm toward the purpose of OzHarvest.
- Energetic, positive and proactive.
- Ability to work autonomously and as part of a team.
- Strong communication skills and the ability to build and nurture relationships.
- Enthusiasm and highly effective interpersonal, written, and oral communication skills.
- Ability to coordinate & prioritise multiple administration tasks and projects in a time pressured environment.
- Excellent attention to detail and a strong customer service approach.



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- Flexibility and ability to work within a dynamic, fast-paced environment.
- 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.

**Employees Name:**

**Signature:**

**Date:**