



Nourishing Our Country

OZHARVEST | JOB DESCRIPTION

Your Position title:	NSW & ACT Volunteer Lead
You'll report to:	NSW & ACT State Manager
Classification	Full Time
Headcount or hours/wk:	38 hours/week
Date:	May 2023

Your key relationships

The NSW & ACT Volunteer Lead is part of the collaborative OzHarvest team, which includes our State Manager, National Volunteer Lead, NSW & ACT Volunteer Coordinators, Newcastle City Manager, Canberra City Manager, Interstate Volunteer Coordinators, OzHarvest drivers, chefs, office staff and of course OzHarvest volunteers.

You'll also work with external stakeholders 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.

About the role

The NSW & ACT Volunteer Lead is responsible for:

- Managing our NSW & ACT Volunteer Coordinator team, an incredible and extraordinary group who enable OzHarvest's Purpose of Nourishing Our Country through volunteering.
- First point of contact for our regional Chapter Coordinators, providing support and guidance for our volunteer-led chapters in Wagga Wagga, Sapphire Coast and Southern Highlands.

- Oversee the bigger picture of managing engagement for our 1500+ volunteers across NSW and ACT. This includes, but not limited to, systems, procedures, and technology.
- Work closely with, and assist the Volunteer Coordinators to ensure all volunteer enquiries are actioned and the necessary support is given to ensure volunteer engagement across all programs (this will involve some regional and domestic travel).
- Oversee provisioning and coordinating 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 our organisation.
- Evaluating the strengths and capabilities of our NSW & ACT Volunteer Coordinators and providing them feedback, coaching and performance management to ensure their growth and development.
- Providing our volunteers with genuine purpose and acknowledging their impact on the community whilst undertaking their roles, ensuring their longevity and service with our organisation.
- Administering and 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 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 the 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 email newsletters.
- 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.
- Oversee volunteer queries through various channels.
- From time to time, attend both volunteer and corporate engagement activities to provide leadership.
- Oversee engagement and relationship/nurturing of all general and corporate volunteers with and within the OzHarvest staff team.

- Work with Program Managers & Leads, and other OzHarvest staff, to ensure volunteers have clear role expectations, support, and on-shift training.

Volunteer Program Administration:

- Oversee scheduling and coordination of web-based volunteer rosters for activities, programs, events, and as requested by the 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.
- Evaluate and support our regional volunteer led chapters (Wagga, Southern Highlands, and Sapphire Coast North/South) and provide recommendations for improvement and implementation.
- Identifying and creating additional opportunities and activities for Corporate Volunteers to be involved in our work.
- Provide feedback and support to the NSW State Manager with continuous improvement initiatives and opportunities.

Personal Specifications

Qualifications

- At least 2 years’ equivalent experience in Volunteer Management, Human Resource Management (including recruitment, training, induction) or Workforce Management (essential)
- Current driver’s licence and the willingness to drive in the course of work (essential)
- Current and Valid Working With Children Check (essential)

Skills, Knowledge & Experience

- Thorough understanding of the OzHarvest cause and values.
- Demonstrated capacity to recruit, coordinate, supervise and develop volunteers and 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; strong technology skills, ideally with MS Office and Salesforce (or ability to learn).
- High-level ability to confidentially manage information and data.
- 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 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.
- Passion for people and investing in their growth and success.
- 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: