

POSITION DESCRIPTION

Job Title:	National Volunteer Coordinator
Classification	Lvl 2.4 of SCHADS Award
Business Unit:	Community Engagement
Reports To:	Director, Community Engagement
Direct Reports:	Red Nose Ambassador Program Volunteers
Location	Flexible
Hours	15.2 hours per week, fixed term for 12 months
Date Updated:	23 April 2021

About Red Nose

Red Nose is a national charity working to save little lives through research and education and support families impacted by the death of a baby or child during pregnancy, infancy and early childhood.

The Community Engagement Team works to provide opportunities for connection, belonging and acknowledgement for anyone impacted by the death of a baby or small child through informal support, remembrance opportunities, and volunteer pathways.

Volunteers play key roles across the organisation in community engagement, peer support fundraising and advocacy activities.

Position Purpose

The primary purpose of the National Volunteer Coordinator is to play an umbrella role across Red Nose's volunteer programs taking responsibility for common recruitment, retention, and acknowledgement activities.

In addition, the National Volunteer Coordinator will develop and implement a new national volunteer program aimed at deploying an army of Red Nose volunteers to promote our safe sleep, safer pregnancy and bereavement care services.

Key Internal Relationships

- Community Engagement
- Bereavement Support Services
- Marketing and Fundraising

Key External Relationships

- Volunteers
- Corporates with volunteering programs
- Hospital and other health and community services

Key Tasks

Performance Monitoring and Management

- Promote the mission, aims, objectives and philosophy of Red Nose to bereaved parents, volunteers, staff, health and human services, corporates other external agencies.
- Assist in developing volunteer strategy by constantly undertaking analysis of the internal and external environment that impact on volunteering, identifying future quality improvement, new partnerships

Community Engagement

- Coordinate organisation-wide volunteer recruitment, retention, redeployment and acknowledgement processes including:
 - Annual volunteer recruitment drive
 - Develop and maintain a suite of one-page volunteer PDs
 - Responding to general volunteer Expressions of Interest

- Maintaining a register of ‘standing volunteers’ and assisting Red Nose team members to recruit within and beyond that group for one-off and specialist roles.
 - Ensure that volunteers who are standing down from a role have opportunities to redeploy to other roles and/or maintain community connections;
 - Coordinate International Day of Volunteer Acknowledgements
- Using project management tools, ensure that all key projects are on time and on budget and that all risks and concerns are reported to the executive.
 - Develop and implement a national volunteer program to deploy an army of Red Nose volunteers to promote our safe sleep, safer pregnancy and bereavement care services to key targets in the community.
 - Use the voices of bereaved parents and others within our community to provide information and support to the communications team who will develop resources to support events and recruitment activities.

Community Events

- Assist Community Engagement Team members recruit event volunteers.
- Cross-promote Community Engagement volunteering opportunities, as appropriate.
- Where appropriate, promote volunteer opportunities through community events.

Peer Support

- Liaise with Peer Support team colleagues regarding their team-specific volunteer processes and intersections with common volunteer processes.
- Cross promote Peer Support volunteer roles, as appropriate.

Fundraising

- Liaise with Fundraising team colleagues regarding their team-specific volunteer processes and intersections with common volunteer processes.
- Cross-promote Red Nose Day and other fundraising volunteering opportunities, as appropriate.

Finance and admin

- Support processes to assist volunteers to access resources and reimbursements within budgets and with appropriate approvals

General

- Participate in regular meetings with others, including the Director Community Engagement to review progress and provide/receive feedback.
- Ensure that dealings with staff, volunteers and others are undertaken in a manner which supports and promotes the organisation’s Values.
- Comply with the Code of Conduct, OHS, Bullying and Harassment; and other organisational and HR Policy and Procedures.
- Use Red Nose resources efficiently, minimizing cost and wastage.
- Promote and contribute to workplace cohesion, harmony and productivity.
- Active participation in protecting the health and safety of self and colleagues.
- Promote and contribute to a safe, non-judgemental environment for staff, volunteers and visitors.

Experience & Qualifications

Essential	<ul style="list-style-type: none"> • Highly developed interpersonal skills appropriate to establishing and maintaining effective working relationships with volunteers and others. • Deep understanding of the motivations and attitudes of volunteers with lived experience related to their volunteering. • Ability to develop and maintain systems to support volunteering. • Demonstrated ability to work autonomously on a day-to-day basis and also coordinate with internal and external stakeholders.
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	<ul style="list-style-type: none"> • Working knowledge of databases and Microsoft Office (especially Excel) • A high level of energy, enthusiasm and flexibility, along with a commitment to teamwork and a willingness to learn about Red Nose. • Ability to understand the complex journey grieving parents undertake when they experience the death of a baby.
Desirable	<ul style="list-style-type: none"> • Train the Trainer certification or other relevant training qualifications.

Personal Attributes	
Essential	<ul style="list-style-type: none"> • Welcoming – creating spaces of comfort, collaboration and belonging • Courageous – comfortable with the uncomfortable. willing to have a go, identify mistakes and learn from them • Accountable – demonstrating integrity in everything you do • Respectful – valuing the contributions of all • Everyone together– working together with passion for our cause

Quality, Safety and Improvement	
	<p>Red Nose employees have a responsibility and accountability to contribute to the organisation’s commitment to Quality, Safety and Improvement by:</p> <ul style="list-style-type: none"> • Acting in accordance and complying with all relevant Safety and Quality policies and procedures; • Identifying risks, reporting and being actively involved in risk mitigation strategies; and • Participating in and actively contributing to quality improvement programs • Complying with all relevant clinical and/or competency standards.

Checks – employment subject to:	
Essential	<ul style="list-style-type: none"> • National Police Check • Working with Children Check [only required for roles working directly with children] • Driver’s Licence [if travel is required].

Authorisation	
Position authorised by: Director, Community Engagement	
Employee signature: _____	
Date: ____/____/____	