



**Caroline  
Chisholm  
Society**

*Supporting pregnancy, children and families*

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### **Position Description**

Volunteer Coordinator  
Caroline Chisholm Society

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#### **The Caroline Chisholm Society**

The Caroline Chisholm Society (the Society) is an agency providing a range of support and assistance to pregnant women and parents with young children. It delivers services that respond to the needs of families and supports them to achieve and maintain a safe and nurturing environment.

The Society's values are respect for life, compassion and caring, social justice, empowerment, recognition of diversity, and accountable best practice. The Society's services are characterised as having a child focus and being family centred, being flexible and responsive, acknowledging the expertise of family, providing positive pregnancy support, connecting families with communities and promoting safety. The Society is focused on supporting families in the best interests of their child, while highlighting their strengths, and working to ensure they and their baby or toddler can have a good attachment.

The Caroline Chisholm Society is made up of over 25 staff (including community service workers and administrators) along with over 120 volunteers supporting over 1000-2000 cases each year with families living predominately across North West Melbourne and the Goulburn Valley.

More information about the Society is available at <http://www.caroline.org.au/>, in our constitution and in our annual reports.

#### **Nature of the role**

The Volunteer Coordinator at the Caroline Chisholm Society oversees approximately 120 volunteers at two sites in Western Melbourne (Essendon and Caroline Springs) and guides policy and procedures related to volunteering and processing of new and pre-loved goods for families.

The role is responsible for effective and efficient coordination and ongoing development of volunteering across the agency, including the recruitment, clearance, training, placement and mentoring of all volunteers. It also runs coordinates the material goods provided by the Society. Both elements of the role require relationship development, community engagement activities including free events for families and fundraisers.

They do so with the support of a small team of staff for processing of goods. The work includes activities that are integrated throughout the Society, and requires liaison with caseworkers, team leaders, managers and the CEO. The current activities cross five streams of volunteering which are mentoring, maintenance, admin, fundraising and new and pre-loved goods.

Working closely with all stakeholders, the Volunteer Coordinator is charged with:

- upholding and promoting the values and objectives of the Society,
- managing the volunteer programs and ensuring constructive and defined contributions to our work by volunteers, especially
  - 1) recruitment and retention of volunteers including CCS registered volunteers, working with schools, service clubs, and government programs,

- 2) placement of those volunteers with program staff to support them in fundraising, administration and new and pre-loved goods programs (the last of which is run by the Volunteer Coordinator), and
- 3) support the Director Programs with training, placement and quality assurance of mentoring and maintenance volunteers who work directly with clients.
- Coordinating new and pre-loved goods, with the ability to respond to change and organisational resources, meet mandatory requirements of the organisational policy and to undertake client related record keeping with limited oversight,
- Community engagement, including organising free events for families and fundraisers, and documenting these in a way that allows them to be reported as core business of the Society.
- report against targets and provide advice regarding volunteering and new and pre-loved goods for such purposes as seeking and managing funding and resources related to the volunteer programs, new and pre-loved goods and community events, and
- program development, including following and proposing changes to policy, quality assurance processes, and evaluation of program areas, and
- continuous professional development.

### **Accountabilities**

The role reports to the CEO with matrix supervision to the Director of Programs and work plan targets are agreed from time to time with their line managers. The role is accountable for:

1. *Promoting the values of the Caroline Chisholm Society:* For example, by being willing to speak publicly about the work of the Caroline Chisholm Society.
2. *Independently delivering and developing the volunteering program:*
  - a. with regard to delivery, by recruiting and appointing volunteers to roles and supervisors that suit them, organising the orientation and the induction of volunteers, identifying and organising the training and education opportunities for volunteers, working with other staff to delegate volunteer rosters, and maintain records and confidentiality and ensuring all volunteers are recognised for their efforts.
  - b. with regard to program development, by assessing the human resource needs of the society for pregnancy and family services including material aid and administrative operations and meeting those needs through the recruitment, placement and retention of volunteers, reporting on those needs and the work of volunteers and its contribution to the Caroline Chisholm Society and its work.
3. *Independently delivering and developing the new and pre-loved goods program.*
  - a. with regard to delivery, by supervising staff to ensure adherence to occupational health and safety risks and supervising volunteers to sort, clean and repair new and pre-loved goods
  - b. with regard to program development, by relationship development related to sourcing and raising funds for new and pre-loved goods
4. *Independent development, delivery and documentation of community engagement.*
  - a. by developing relationships with volunteers, partners and community through activities throughout the year including speaking engagements, community events (a Mother's Day Party and a Children's Week Party) , fundraising activities and other events.

- b. by documenting activities to assure sound governance of the work and partnership of the delivery of community engagement activities with volunteers, staff, the Director Programs and/or CEO.
5. *Leading and providing an example of good conduct in the workplace:* For example, by completing administrative tasks and reports, collecting statistics, participating in QA activities, evaluation and monitoring
6. *Developing as a professional:* For example, by participating in networking and training.
7. *Other duties:* A line manager may within reason request staff to perform other duties which are auxiliary and peripheral to normal duties.

### **Key Selection Criteria**

The successful candidate will have responded to each of the following criteria:

1. Values: Share and promote the values and objectives of the Caroline Chisholm Society
2. Volunteering: Previous experience working with volunteers in a community organisation. Understanding and experience of developing, coordinating and evaluating training programmes. Ability to share information, build confidence and enthusiasm by supporting volunteers and providing constructive feedback.
3. New and Pre-loved Goods: Have capacity to write documentation and give instruction to staff and volunteers with regard to sorting, cleaning, safety checking and repairing material aid and responding to workplace health, safety and wellbeing risks.
4. Engagement: Demonstrated skills in community engagement including events coordination, relationship building and public speaking.
5. Communication: Highly developed supervisory, oral and written communication and negotiation skills. Demonstrated skills in providing supportive team environments.
6. Judgment: Demonstrated ability to exercise judgement in dealing with crisis situations and assess risk to safety of self and others. Demonstrated ability to provide leadership to colleagues and work independently within the policies and procedures of Caroline Chisholm Society while being responsive to direction.
7. Operations: High-level organisational, administration and time management skills. Extensive experience with MSOffice, databases and online reporting systems.
8. Hold relevant tertiary qualification.

Appointment is subject to holding a current drivers licence, and successful conclusion of a police records and working with children check.

### **Conditions of employment**

- Tenure, salary and benefits: Packages are commensurate with experience and flexible working arrangements are available to be agreed between the incumbent and the CEO.
- Location: Caroline Springs and Essendon with occasional travel to Goulburn Valley required. Anticipated split of time is ½ time at Caroline Springs and ½ time at Essendon.
- Conditions: Employment is, and shall remain, subject to the satisfactory outcome of periodic police record and working with children's checks, holding and maintaining a Victorian driver's licence, fidelity checks of job application and statements made about experience in application for work, and compliance with the Child Safety Standards of the Child Wellbeing and Safety Act 2005 as interpreted by CCS.