

**THE JUNCTION NEIGHBOURHOOD CENTRE INC (JNC)
JOB DESCRIPTION**

VOLUNTEER COORDINATOR

Job title	Volunteer Coordinator
Program/team	JNC Operations
Date	January 2025
Reporting and requirements	Reports to: Director – Client Services Direct Reports: Program Volunteers Member of: Operations Team
Status	Part-time Permanent
Hours	21 hours per week to be worked over 3 or 4 days. Requires some flexibility for occasional early starts / late finishes, plus occasional weekend work for volunteer promotional events (remuneration as per SCHADS Award)
Award and Level	Social, Community, Home Care and Disability Services (SCHADS) Award Award Level 5. Attractive above award salary and conditions
E Location	Work across JNC Centres at Maroubra, Glebe and Bondi Junction

Purpose of Position

To work collaboratively in a team environment to lead JNC’s volunteer program, including recruitment and onboarding, induction, support and recognition of volunteers. This role will work closely with the Leadership Group and JNC team members to ensure the recruitment and positive engagement of volunteers to support JNC’s service delivery teams.

This person will be passionate about creating meaningful volunteer experiences and will collaborate with internal teams and external stakeholders to ensure a consistent, compliant, and inspiring volunteer experience.

Responsibilities and key activities

In accordance with JNC policies and procedures and program processes and systems:

Responsibility	Key activities
Planning, budgeting and reporting	<ul style="list-style-type: none"> • Actively participate in development of JNC’s Strategic Plan • Actively participate in planning and development of JNC’s volunteer program including policy development and budgeting. • Participate in the implementation of risk management planning processes • Make and implement financial decisions in accordance with JNC’s delegations schedule • Prepare and present reports to the Director – Client Services on a regular basis • Present reports to the JNC CEO and Board as required
Volunteer program management	<ul style="list-style-type: none"> • Implement a coordinated approach to volunteer promotion, recruitment and engagement across the JNC. • Generate and implement creative initiatives to encourage members of the community to volunteer (including presentations at relevant events and expos). • Liaise with program staff who supervise volunteers to establish their volunteer needs and roles • Develop and maintain processes for the assessment, placement, induction and support of JNC volunteers • Support JNC staff in their day-to-day management of volunteers and in addressing volunteer issues • In conjunction with program coordinators, recruit, interview, assess, select, place, induct and support volunteers in JNC and attend to all associated onboarding and compliance administration. • Undertake volunteer-related projects, events and initiatives. • Work collaboratively with the Director - Client Services and Leadership Group to identify new opportunities for volunteering in JNC. • Work with Leadership Group and Coordinators to develop and implement effective volunteer recognition strategies across JNC • Maintain appropriate records (including ensuring that volunteer files and police and WWCC checks are kept up to date) and complete appropriate reports in a timely fashion. • Create and keep all volunteer records up to date on Better Impact • Work within and actively apply the National Volunteer Standards to the JNC’s volunteer management and develop and implement relevant policies and procedures for JNC volunteer management
Networking, external communications and partnerships	<ul style="list-style-type: none"> • Provide input to JNC communications and provide input relating to volunteering and the promotion of JNC events, in conjunction with the Comms and Marketing Coordinator, to ensure effective and accurate communication messages in volunteer recruitment.

	<ul style="list-style-type: none"> • Keep up to date with program changes and new initiatives from government, community and business organisations that impact on volunteer roles and opportunities in volunteering • Participate in the JNC community engagement activities in order to build an understanding of community aspirations • Participate in the organisation of community events and activities that promote volunteering in the community and the ideals of cooperation, diversity, social inclusion and participation
Teamwork	<ul style="list-style-type: none"> • Participate in building a strong team across the JNC • Work collaboratively with staff involved in communications, community information, service delivery and events • Provide effective support and supervision for volunteers in the organisation
Participate in development of a positive, collaborative and respectful culture	<ul style="list-style-type: none"> • Actively participate in building a positive work culture and ensure well-being of staff, volunteers and students • Promote and actively model JNC values, Core Principles and code of conduct to all staff, clients, partners and stakeholders • Work actively and collaboratively with the Leadership Group and peers to achieve JNC wide work objectives
Active participation in the organisation	<ul style="list-style-type: none"> • Participate in processes to facilitate cross program and cross centre services within JNC • Implement policies and procedures at organisation wide and program specific levels and comply with all organisational policies and procedures and compliance with WHS, Child Protection, EEO and other legal requirements. • Contribute to JNC meeting Work Health & Safety (WHS) requirements, and be responsible for reading, understanding and abiding by the organisation's WHS policies • Take reasonable care of the health and safety of self and others and co-operate with the Leadership Group in its efforts to comply with WHS requirements. • Liaise with other employees to ensure health, safety and welfare at work, provide and maintain safe places of work, equipment and systems of work under WHS legislation. • Provide input to the collection of organisation wide statistics • Actively participate in professional development and training and in JNC wide staff meetings and staff development activities • Participate in rostering to ensure centre coverage

Performance measures

- Number of volunteers at JNC and percentage of JNC volunteer roles that are filled
- Retention of volunteers/volunteer turnover
- Volunteer and internal stakeholder feedback
- Engagement and networking with external stakeholders
- Number of partnerships created
- Record keeping and data entry accurate and timely
- Alignment with JNC Values and Core Principles
- Consistent application of JNC policies and procedures

Selection Criteria

Essential Criteria

1. Commitment to the values of The JNC
2. Relevant tertiary qualifications in Volunteer Management, Human Resource Management, Social Science, Community Development or related field or equivalent and/or demonstrated equivalent experience
3. High level verbal communication and interpersonal skills and written communication skills including report writing and data analysis
4. Experiencing using CRM for volunteer management
5. Excellent organisational skills with high attention to detail.
6. Confident and compassionate approach when working with a diverse range of volunteers and stakeholders.
7. Proven experience in volunteer management, including recruitment, training, engagement and recognition.
8. Demonstrated understanding of the needs of community-based volunteer programs
9. Demonstrated expertise in community engagement and stakeholder collaboration
10. Knowledge of WHS requirements and risk management planning
11. Current Drivers Licence Class C

Desirable

1. Ability to speak a community language
2. Experience in using Better Impact in volunteer management

Applicants must be willing to have a Police Check, have a Working with Children Clearance, and obtain and maintain a current First Aid Certificate.

About the JNC

Creating local connections

Our Statement of Purpose

We provide informed and personalised support to people experiencing social isolation, vulnerability and/or disadvantage. We listen to our local communities and work to enhance well-being and create local connections.

Our Vision

To be recognised as a leading provider of services to prevent social isolation and loneliness and create community connections. We are a local organisation with a diverse and trusted workforce that effectively supports people who are experiencing vulnerability and/or disadvantage.

Our values and Practices

Values	Practices
Accountability & Professionalism	We are evidence based and outcomes focused We deliver quality client services with accountability for our work.
Social Justice	We work to enable fair and equitable access We take a holistic approach to well-being and focus on the whole person. We are person-centred and work with people to build individual resilience using enabling and strength-based approaches.
Participation	We encourage people to participate and engage in community life so that they have a say and retain control over their lives.
Respect	We provide culturally appropriate, safe and accessible services where strengths, capabilities and diversity are acknowledged and valued. We strengthen our commitment to reconciliation.
Collaboration	We work with others to build community resilience and connectedness.
Courage	We are committed to our purpose and vision even in the face of adversity

What we do

The Junction Neighbourhood Centre (JNC) provides a diverse range of local community services and programs for the communities in Eastern Sydney, with a focus on people who are socially isolated, disadvantaged and vulnerable. As a not-for-profit organisation operating for 50 years, the focus of our work is strengthening local communities and creating connections. We have community centres in Maroubra, Glebe and Bondi Junction which provide community information and places for the community to meet and participate in a wide range of groups, classes and programs. We have engagement and capacity building projects targeting the Aboriginal and Torres Strait Islander communities and people who are socially isolated and we work directly to support and resource vulnerable families with children under 13 years. We provide specialised casework, safety planning and support for women and children who have experienced domestic and family violence. We also

provide social support services for older people and their carers, addressing social isolation.

More details about our programs and services can be found at www.jnc.org.au

How we work together - Core Principles for the JNC staff team

Principle	Key behaviors
Professionalism and accountability	<ul style="list-style-type: none"> ▪ We deliver quality client services and provide exceptional customer service. ▪ We account for our work, accept responsibility for our own performance and disclose results in a transparent manner. ▪ We take responsibility for our own actions and behaviors. ▪ We all comply with JNC's policies and procedures.-
Learning and growth	<ul style="list-style-type: none"> ▪ We adapt to our changing environment, adopt new ways of doing business, and respond to challenges as opportunities. ▪ We take initiative in keeping our professional skills and knowledge up to date. ▪ We continually improve through innovation and creativity. ▪ We are proactive in our work and learn from our experiences. ▪ We each contribute to organisational sustainability.
Working together as one team	<ul style="list-style-type: none"> ▪ We build trust with a focus on integrity. ▪ We create safe spaces to communicate, voice and hear opinions and ideas and commit to the final decision or outcome. ▪ We value and support each other, acknowledge individual strengths and celebrate individual achievements. ▪ We share information, knowledge and skills across the organization. ▪ We actively demonstrate our commitment to common team goals. ▪ We participate equally and cooperatively in partnerships.
Respect	<ul style="list-style-type: none"> ▪ We enable a positive, inclusive and fair workplace. ▪ We are mindful of, and value, the diversity of our staff, clients and communities. ▪ We treat each other and our clients with dignity at all times.
Cultural inclusiveness	<ul style="list-style-type: none"> ▪ We abide by the principles of Cultural Safety, developing and demonstrating awareness and acceptance of culture, identity and beliefs. ▪ We incorporate this awareness into workplace practices so that staff and clients feel safe, respected and valued. ▪ We accept mutual responsibility for sharing relevant knowledge, meaning and experiences to support our inclusive culture.

Working at the JNC

- The Junction Neighbourhood Centre is an equal opportunity employer
- Aboriginal and Torres Strait Islander people and people who speak languages other than English are encouraged to apply
- While each position has a regular location, staff may be required to work at any of our centres: Maroubra, Glebe and Bondi Junction, or, subject to meeting WHS requirements, may work at times from their own home
- Employment is subject to a satisfactory Police Check and a Working with Children clearance
- In the context of our Work Health and Safety policy and practices, all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and the health and safety of others, by reporting all incidents and injuries, following procedures and any measures introduced in the workplace to improve WHS
- Salary packaging is available for all permanent and fixed term contract positions
- Other above award conditions including special leave over Christmas New Year period, above award pay rates and access to Study Leave.

