

### Position Description: Volunteer & Program Coordinator

<b>Position Title</b>	Volunteer and Program Coordinator
<b>Position Reports to</b>	Bellarine Living and Learning Centre Manager
<b>Location</b>	20 Worden Court, Whittington VIC 3219
<b>Employment type</b>	Part Time (18 hours per week) Monday to Thursday
<b>Award and Classification</b>	Neighbourhood House and Adult Community Education Centres Collective Agreement 2016 SCHCADS Level 5.1
<b>Conditions of Employment</b>	Neighbourhood Houses & Adult Community Education Centres Collective Agreement 2016.
<b>Approved/effective date</b>	01/01/2021
<b>Due for review</b>	01/12/2022

#### Organisational and Position Context

Established in 1984, the Bellarine Living and Learning Centre (BLLC) mission is to create a welcoming and safe community that provides opportunities for support, empowerment and growth within the community through the provision of services, a broad range of activities and education programs responsive to every changing needs of the Bellarine community. BLLC is a Learn Local Provider, Adult Community and Further Education (ACFE) funded and receives financial support from DHHS, self-generated funds and grant opportunities.

The Volunteer & Program Coordinator role is to support the Centre Manager across two key areas of volunteer coordination and program support. Reporting directly to the Centre manager this role will work on the day to day operational side of existing and new programs supporting the lifecycle from research into new programs, implementation, management and review of programs to ensure they are meeting the needs of the different cohorts within the community. They will also be the key point of coordination for volunteers including attracting, recruiting, on-boarding and supporting volunteers to ensure that the organisation continues to be supported by a capable and experienced workforce.

## **Duties and Responsibilities**

### **Volunteer coordination:**

- Oversee the recruitment and induction of volunteers including all organisational policies and procedures including the COVID-19 safe plan
- Be the key point of contact for volunteers on a day to day basis including managing all scheduling of work, coaching and personal development in line with the requirements of the centre
- Coordinate the performance management process of the volunteers to ensure continuous feedback, engagement and consistency of service to the community
- Develop systems and process to support the continued development of the volunteer network including promotion of the program within the community

### **Program support:**

- Liaise with prospective and current tutors on matters pertaining to program delivery and development
- Oversee the coordination of current programs, including maintaining the professional relationships and expectations with current tutors and group leaders to enhance the delivery of programs
- Manage program enquiries and enrolment procedures from community members and assist with the enrolment process
- Prepare centre documents including class room documentation, room bookings and other non-teaching material
- Administer all ACFE compliance including Nrolls management and liaising with tutors to ensure evidence collection

### **Office Support:**

- Assist BLLC's Manager in the administrative duties needed to maintain all front and back of house operations including purchasing of supplies, document development, room hire agreements
- Support the BLLC's Manager with all operational issues including keeping them informed of situations which are relevant and important or any problems that have escalated to ensure issues are dealt with quickly and appropriate to continue the smooth operation of BLLC
- During periods of leave, step in and undertake the role of Acting Manager providing support for all staff, volunteers and community members
- Coordinate the creation and capture of all documentation of organisational activities related to this role in accordance the policies and procedures of BLLC in both electronic and hardcopy format
- Other duties as requested

## Key Selection Criteria

- Previous experience with preparation of documents, reports, policies and procedures across the suite of Microsoft Office programs including confidential documentation
- Experience in the day to day operation of a not-for-profit organisation
- Demonstrated experience working with and managing a team of paid and unpaid workers
- Proven administrative and organisational skills, including ability to balance priorities and meet deadlines
- Experience partnering across external stakeholders to provide services and programs within the community sector
- Demonstrated ability to work effectively both independently and as part of a team
- Experience working with people from a variety of backgrounds including those from culturally and linguistically diverse backgrounds, people with a disability, those on low income or unemployed, young people and older people
- Appointments are subject to a satisfactory relevant criminal record check and Working with Children's Check.

Signature of employee:

Date:

Signature of BLLC Manager:

Date: