

# Position Description

<b>Position Title</b>	: Volunteering Development Officer
<b>Position Number</b>	: 2384
<b>Classification</b>	: Band 6
<b>Group / Division</b>	: Enabling Services
<b>Department / Unit</b>	: People and Culture
<b>Approved By</b>	: Manager People and Culture
<b>Date Approved</b>	: August 2022

## Position Objective

- Working across both Council and Volunteer West, this position is required to lead the implementation of Council's Volunteer Management Framework as part of a holistic approach to volunteering across the municipality of Moonee Valley.

## Key Responsibilities & Duties

- Ensure alignment of Council/Volunteer West volunteer initiatives with community values and priorities.
- Support volunteers to participate safely and effectively in programs offered as part of the Council/Volunteer West partnership.
- Facilitate a centralised approach and consistent implementation of volunteer management practices.
- Manage the recruitment of volunteers on a regular basis, including the provision of orientation, training, ongoing supervision and support.
- Match trained volunteers to appropriate Council initiatives.
- Develop and maintain networks which enable volunteering connections throughout the municipality.
- Promotion of volunteering opportunities which the whole community can become involved in.

- Undertake responsibility for creating volunteering opportunities throughout Council delivered programs.
- Ensure programs and activities operate in accordance to the agreed budget parameters.

### **Other Duties**

Responsibilities and duties included in this position description are subject to the multi-skilling provisions of the Moonee Valley City Council current Enterprise Agreement and or any supplementary agreements and where applicable the appropriate award.

### **Organisational Relationships**

**Reports to:** Manager People and Culture (Council) and Regional Program Manager (VW)

**Supervises:** Volunteers

**Internal Contacts:** All staff at Council and Volunteer West; including Executive Team, Managers, Coordinators, Council staff.

**External Contacts:** Government departments  
Businesses in Moonee Valley  
Community members/groups  
General public  
Other volunteering entities

### **Accountability and Extent of Authority**

- Provide efficient, effective and courteous service, ensuring high level support for the organisation.
- Exercise discretion in the application of established standards and procedures.
- Develop procedures by undertaking research, investigation, preparation of reports and presentation of recommendations.
- Authority to raise purchase orders in accordance with Council's policy.
- Accountable for the research and preparation required in the compilation of reports, correspondence, agendas, procedures and other documents.
- Accountable for coordinating and leading projects, as required.

### **Judgement and Decision Making**

- Use professional expertise and judgement in dealing with confidential and sensitive matters and maintain confidentiality.
- Undertake continuous improvement strategies to improve and develop work processes based on previous experience and knowledge.
- Make educated, considered decisions within the scope of the key responsibilities of the position, in an autonomous environment.
- Conduct research and investigations and provide recommendations to assist the Directors and staff in making decisions.
- Implement project actions in accordance with agreed project plans and budget.
- Exercise discretion in the planning and scheduling of services and tasks to meet objectives, standards and timeframes.
- Well-developed ability to problem solve and to assist work teams to resolve issues and realise opportunities.

### **Specialist Knowledge and Skills**

- Understanding of and commitment to Council's values, goals and objectives.
- Ability to work without supervision, plan, prioritise and organise work within a set timetable and in an environment of change and conflicting demands.
- Ability to quickly and accurately understand requirements of a task and achieve the desired outcome.
- Research and investigation skills, together with the ability to analyse, prepare reports and present recommendations on matters.
- Well-developed written communication skills, including the ability to produce quality correspondence, reports and presentations.
- Excellent attention to detail, utilising skills in proofreading for correcting formatting inconsistencies, grammatical errors and spelling mistakes.
- Strong oral communication skills, interpersonal skills and problem-solving abilities.
- Ability to proactively identify potential issues and determine options for resolution.
- Familiarity with relevant budgeting techniques.

### **Management Skills**

- A high level of initiative and independence; able to work without supervision, establish own work priorities and work with limited direction, within tight timeframes.

- Ability to plan, prioritise and manage a range of complex tasks at once, ensuring that each task is managed effectively and in a professional and timely manner.
- Ability to make strategic links to advance policy and practice for government and community sector

### **Interpersonal Skills**

- Contribute to and work positively in a team environment.
- Ability to listen, negotiate with and influence colleagues and stakeholders with tact, diplomacy and integrity.
- Relate to and communicate effectively with people orally and in writing, at all levels.
- Ability to foster relationships and work collaboratively with Council management and staff, to resolve intra-organisational issues and achieve positive outcomes.
- Gain cooperation and assistance of others to achieve timelines.
- Ensure Council is well represented to the public in an accurate and appropriate manner.
- Produce high quality correspondence and reports.
- Liaise with staff to ensure efficient and effective operations, including meeting set timelines.
- Discreet and excellent ability to manage a range of confidential issues.

### **Qualifications and Experience**

- Tertiary qualification in Business Administration with some experience or a lesser/unrelated qualification with substantial relevant experience.
- Intermediate to advanced knowledge and skills in Microsoft Office applications, document management systems, and human resource/volunteer management systems.
- Experience of local government and/or not for profit processes and procedures such as collaboration for impact and community development would be well regarded.
- Experience in undertaking research and or change management projects.

### **Key Selection Criteria**

1. Demonstrated project management and stakeholder management skills for collaboration
2. Exceptional attention to detail, organisational skills and eagerness to make a positive impact
3. Ability to undertake research projects and gather and present information.



4. Demonstrated evidence of a high standard of ethical conduct, and the ability to maintain confidentiality and exercise discretion.
5. Highly developed interpersonal and communication skills, including the ability to gain the cooperation and assistance of others to achieve positive outcomes.
6. Business analysis experience desirable

#### **Compliance Checks**

- Police Check
- Working with Children Check