

## Position Description

### Our Vision

A South Australia where every pet has a loving home.






### About Us

Since our humble beginnings in 1964, Animal Welfare League has grown into one of South Australia’s leading animal welfare organisations. In our mission to connect pets, people and community, we find loving homes for vulnerable animals in need, reunite lost animals with their families and provide temporary shelter through our foster care program. We offer education and pet advice to the community to encourage responsible pet ownership and our social enterprises provide much-needed support to South Australians looking for pet boarding facilities and pet cremation and memorial services, as well as those on the lookout for a bargain at our Op Shops.

### Our Mission

Connecting pets, people and community.

## Our Beliefs and Behaviours

Create Opportunities 	Show Compassion 	Be Optimistic 	Share Knowledge 	Walk the Talk 
Finding solutions to challenges  Being open minded to alternatives and new approaches  Striving to do better	Listening, observing and offering support  Being respectful  Being empathetic by taking the time to understand others’ points of view	Maintaining a positive outlook  Focusing on what’s possible and staying realistic  Remaining calm and composed during challenging times	Communicating openly and constructively  Using mistakes and feedback as an opportunity to learn  Seeking opportunities to develop our abilities and knowledge	Being open, honest and professional  Being accountable for outcomes and actions  Recognising and celebrating achievements

## Position Description

<b>Position Title:</b>	Volunteer Coordinator	<b>Tenure:</b>	Full Time or Part Time
<b>Department:</b>	People, Culture and Safety	<b>Classification:</b>	N/A
<b>Reports to:</b>	Volunteer Engagement Manager	<b>Direct Reports:</b>	Volunteers

## Position Overview

The Volunteer Coordinator is responsible for coordinating the Animal Welfare League of South Australia Inc. (AWL) volunteer program and supporting volunteers to achieve AWL's vision and mission of connecting pets, people and the community.

## Key Results Area

<ul style="list-style-type: none"> <li>• Coordinate AWL's volunteer lifecycle including advertising, recruitment, onboarding, training, development, retention and offboarding.</li> <li>• Provide a first point of contact for volunteer enquiries into AWL.</li> <li>• Foster ongoing support, development and coaching to enable volunteers to meet the requirements of their roles and engage across the organisation.</li> <li>• Maintain accurate data and reporting requirements within AWL's Volunteer Management System (VMS).</li> <li>• Schedule volunteer induction, training and other information sessions, and provide support where required.</li> <li>• Coordinate rostering and scheduling of volunteers into available shifts.</li> <li>• Support volunteers across all WHS requirements including return to work.</li> <li>• Coordinate volunteer police clearances and other compliance requirements.</li> <li>• Assist with volunteer milestone achievements and years of service awards.</li> <li>• Coordinate the timely provision of volunteer uniforms and name badges.</li> <li>• Assist with the volunteer probation and annual review program.</li> <li>• Support inclusive partnerships with established and emerging community networks, and other industry stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>• Work under the guidance of the Volunteer Engagement Manager to achieve emerging strategic outcomes for AWL.</li> <li>• Coordinate regular electronic communications that enhance the volunteer experience at AWL.</li> <li>• Assist with the delivery of volunteering events, projects and initiatives.</li> <li>• Actively contribute to continuous improvement opportunities across the volunteer program including co-design initiatives.</li> <li>• Provide general coordination support within the PC&amp;S team.</li> <li>• Undertake other position appropriate duties as assigned/directed.</li> </ul>
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## Personal Abilities

## WHS and Compliance

<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Advanced customer service skills and a genuine commitment to the cause of AWL.</li> <li>• Excellent written and verbal communication, with experience presenting information to groups of individuals.</li> <li>• Highly developed administration and database management skills including the use of MS Outlook, Excel, Word and Teams.</li> <li>• Effective time management and prioritisation skills with the ability to deliver outcomes in required timeframes.</li> <li>• Ability to develop and maintain stakeholder relationships, both internally and externally.</li> <li>• Proven team player and ability to self-manage own areas of responsibility.</li> <li>• Have a positive, calm professional approach, integrity, resilience, adaptability, and a can-do attitude.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Relevant experience coordinating volunteers in a not-for-profit environment.</li> <li>• Experience working with a Volunteer Management System.</li> </ul>	<p>All managers and employees of AWL are to:</p> <ul style="list-style-type: none"> <li>• Comply with AWL’s organisational policies, procedures, guidelines and applicable legislative requirements including but not limited to Fair Work Act 2009 and Work Health and Safety Act 2012.</li> <li>• At all times act and comply with reporting obligations arising from legislation, professional conduct standards including the Code of Code for AWL and organisational policies, procedures and guidelines.</li> <li>• Take appropriate steps to protect themselves from risks to health and safety and to make sure they do not cause risk to others through any act or omission. In particular, the incumbent must: <ul style="list-style-type: none"> <li>○ Report accidents, injuries, property damage and health and safety incidents.</li> <li>○ Use equipment provided to protect health and safety.</li> <li>○ Follow reasonable instructions and directions given on health and safety.</li> <li>○ Ensure they are not affected by alcohol or drugs so as to not endanger themselves or others.</li> </ul> </li> <li>• Understand and follow the requirements of confidentiality and facilitate appropriate standards of confidentiality and information sharing practice.</li> <li>• Actively participate in AWL personal achievement and development processes.</li> <li>• Participate in training and development activities as specified by AWL including those associated with workplace health and safety.</li> </ul>
<p><b>Special Requirements</b></p>	
<ul style="list-style-type: none"> <li>• Some flexibility with working hours may be required to meet business needs. This includes on occasions after hours / weekend work.</li> <li>• Travel may be required across all AWL sites and other locations.</li> <li>• A current driver’s licence is required.</li> <li>• Satisfactory National Police Clearance Certificate / National Police Check (NPC) at commencement of employment and periodically at the request of AWL.</li> </ul>	

I have read the requirements and responsibilities outlined in this position description and will adhere to these conditions. I agree to have my performance monitored and evaluated as detailed throughout this document.

Name:		Signed:	
Date:			