



## Volunteer Program Coordinator Service Innovation

**Purpose** to support the provision of volunteer client services allowing the organisation to 'walk the walk' by providing support and services to our clients that otherwise may not have access to any support, and by providing supplementary support to clients that may not have adequate supports through other funded means.

**Responsible** for responding in a timely manner to volunteer recruitment requests for direct client support and administration ensuring recruitment, onboarding, training and support is in line with National Best Practice Standards for Involving Volunteers and MSL policies and procedures.

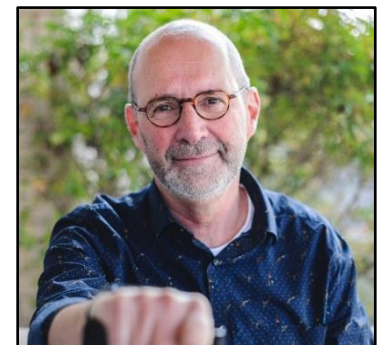


Multiple Sclerosis Limited, commonly known as MS, is the go-to provider of information, advice and support for people affected by multiple sclerosis.

We're a combined entity of the ACT, NSW, Victoria and Tasmania with over 60 years' insight into how to live well with progressive neurological conditions.

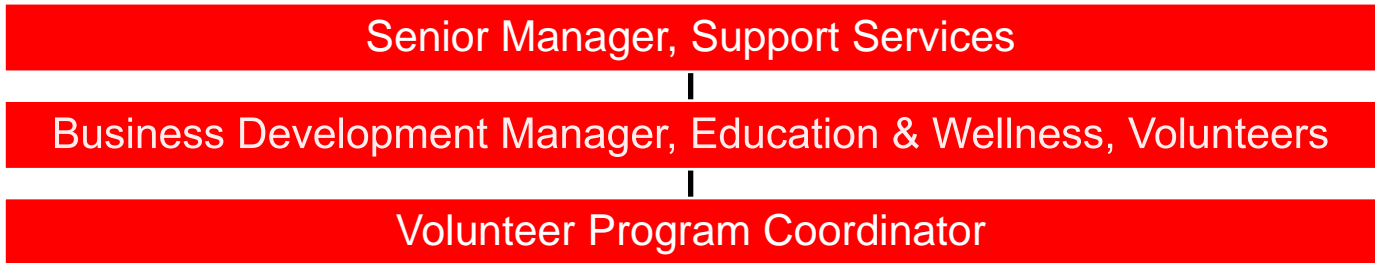
We offer vital support and services for people living with multiple sclerosis while the search for a cure continues.

We are here so no one has to face MS alone.





**Organisation Dimensions**



Position Dimensions	
Budget (\$ value)	0
Staff numbers	0
Location/s	
Other	

**Key Responsibilities**

Organisational and Administration Support	
	<ul style="list-style-type: none"> <li>Recruit, coordinate and support volunteers following National best practise standards and MSL volunteer management policies and processes</li> <li>In conjunction with Manager, and in consultation with relevant stakeholders, review and evaluate the effectiveness and efficiency of the MSL Volunteer Program identify opportunities for promotion, improvement (or new initiatives), and implement agreed follow up actions to ensure the program continues to meet the needs of stakeholders</li> <li>Ensure that accurate data, information and statistics are collected and maintained, including maintaining all aspects of the database</li> <li>Undertake accurate and timely reporting and analysis as required</li> <li>Maintain quality standards and systems and participate in Continuous Quality Improvement activities, including identifying opportunities for improvement and promoting recommendations for improvement to the Manager</li> </ul>
Relationship Management	
	<ul style="list-style-type: none"> <li>Initiate and maintain regular contact with key internal and external stakeholders</li> <li>Promote, raise awareness and educate internal and external stakeholders on all aspects of the program to increase awareness, participation and encourage recruitment of new volunteers and volunteer requests</li> <li>Develop and actively maintain effective and mutually beneficial partnerships, networks and relationships in order to support the work of MSL</li> <li>Work as a collaborative and supportive team member</li> </ul>
Values	
	<ul style="list-style-type: none"> <li>Actively support MS' purpose, value, service promise and strategic vision</li> <li>Operate in line with MS' policies, procedure and practices</li> <li>Promote and work within MS' Services Innovation delivery principles</li> <li>Positively and constructively represent the organisation to external contacts at all opportunities</li> </ul>



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|  | <ul style="list-style-type: none"><li>• Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times</li><li>• Ensure the health, safety and welfare of self, team members and others</li><li>• Follow all reasonable directions given by the organisation</li><li>• Support and empower co-workers</li><li>• Support, promote and show sensitivity to diversity in the work place</li><li>• Actively support MS' Reconciliation Action Plan</li><li>• Behaviour is in alignment with Culture, Service Promise &amp; Foundation behaviours</li></ul> |
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## **Position Requirements**

### **Knowledge, Skills and Experience**

- Experience in coordinating a volunteer program and managing all aspects of volunteer involvement.
- High interpersonal, oral and written communication skills, including a professional telephone manner
- Exceptional customer service skills
- Organisational, planning and time management skills
- High levels of computer literacy in using a range of Office computer packages including, Word and Excel
- Demonstrated ability to work collaboratively as part of a team
- Ability to develop effective working relationships
- Ability to work autonomously
- Pragmatic, organised and demonstrates sound judgment
- Resilience and proven ability to adapt style and approach to suit varying situations
- Attention to detail

### **Qualifications**

- Minimum of 2 years' experience coordinating volunteers.

### **Desirable**

- Experience and/or understanding of the Aged Care and/or disability sector
- Cert IV or higher in Volunteer Management

### **Other** – must be completed/provided prior to commencing employment

- Right to work in Australia
- Current valid driver's license desirable and use of a reliable car with comprehensive car insurance
- Current national police record check
- International Police Check if lived overseas for longer than 12 months in the last 10 years (to be provided by the applicant)
- Current working with children or vulnerable people check if applicable
- Consent to DWES check if applicable