

Volunteer Coordinator

Reports to: Head of Partnerships

Direct reports: Nil

The organisation:

Sydney Children's Hospitals Foundation (SCHF) is a leading children's charity, working to inspire the community to support sick kids to live their healthiest lives. All employees and volunteers of the Foundation are expected to fully support the SCHF purpose, guiding principles and values in their work and interactions with all internal and external stakeholders.

Our Vision: **Healthy Kids...Whatever it takes**

Our Purpose: *Connecting the world's best paediatric research and practice with donors who are inspired by the ability to create change*

Our Guiding Principles

Every relationship matters – each is built on kindness, integrity and respect. Working in partnership we connect funds with the greatest need for the maximum impact. We ensure our donors learn of the impact of their gifts on sick kids and their families. We are inspired by children and families and together, with our community, we aim to cure and we always care.

The Position

The Volunteer Coordinator plans, develops and coordinates volunteer recruitment, orientation, allocation and rostering and engagement activities with all SCHF volunteers. These volunteers are primarily but not exclusively, from the corporate sector.

The volunteer coordinator liaises extensively with staff from the Fundraising, Marketing and Communications team and the People and Culture team to ensure that all SCHF volunteers are appropriately screened, and that they are provided with valuable volunteering experiences.



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for sick kids

Specific Responsibilities:

VOLUNTEER PROGRAM COORDINATION

- Respond to all expressions of interest for volunteering in a timely manner inclusive of online queries.
- Promote the value of volunteering opportunities with SCHF through the media, networking and volunteer resource centres.
- Recruit and engage volunteers and strive to appropriately match them according to the individualised needs and experience with appropriate volunteering opportunities.
- Conduct information and individualised orientation sessions for volunteers.
- Maintain all necessary documentation, (including establishing and updating appropriate safety checks to comply with legislation and organisation policies).
- Liaise with SCHF teams to identify appropriate volunteer experiences, and to develop a roster of these events.
- Monitor and report on volunteer hours as required.
- Organise and support a range of volunteer acknowledgement events

VOLUNTEER PROGRAM MANAGEMENT

- Provide support to volunteers, including training, complaint resolution and monitoring of volunteer experiences to ensure the volunteers needs are being met.
- Monitor expenditure and maintain financial records for volunteer programs.
- Provide support to and work collaboratively with the People and Culture team to ensure the volunteer program adheres to best practice policies and guidelines.

TEAMWORK

- Consistently demonstrate, role model, promote and build a proactive culture of collaboration, improvement and growth, encouraging innovation, creativity and excellence.
- Work effectively with and support others to achieve KPIs.
- Actively role model and reinforce the values of the Foundation.

Key relationships

Internal: SCHF staff

External: Volunteer Coordination agencies and resource centres



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Selection criteria

1. Demonstrated experience (minimum of three years) and skills in managing a large volunteer program, preferably in the not for profit/fundraising sector.
2. Excellent interpersonal skills, and a demonstrated commitment to providing excellent volunteering opportunities.
3. Excellent interpersonal skills including the ability to negotiate, be persuasive and develop trust, and manage a variety of internal and external stakeholders across all levels and from varying backgrounds.
4. Proven high level oral and written communication skills, including the ability to make engaging presentations.
5. Proven client focused approach, with the ability to identify and respond to the individual needs and interests of clients/volunteers.
6. High level computer skills in the Microsoft Office suite (particularly in Word, Excel, and Outlook) and previous experience using databases.
7. Demonstrated ability to work effectively as part of a team and to collaborate across teams to achieve enhanced outcomes.
8. Demonstrated high standard of integrity, ethics, judgement and confidentiality.



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