



Position Description

Volunteer Coordinator

Newcastle, Hunter, Central Coast and Mid North Coast
November 2022

Agreement

Signed – Manager

Signed – Employee

Date

Date

Do all the good you can
because every life matters



Volunteer Coordinator

Wesley Newcastle Community Hub
Wesley Community Visitors Scheme

1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

2. Program Overview

Wesley Mission's Community and Family Care teams build resilience and strengthen capacity in the local communities where we work. We will provide front line care to the people (within NSW) who seek our services. We will support people using trauma-informed, person-centred approaches in a holistic manner. We will actively seek to “Do All The Good We Can, By All The Means We Can, In All The Ways We Can,” for the whole community. We are committed to finding ways to support and address local un-met need. We will identify and respond to hidden and emerging needs in our local communities. The main areas in Community and Family Care are:

- Brighter Futures
- Family Centres
- Youth Hope
- Counselling Services
- Specialist Homelessness Services (SHS) that manage all of Wesley Mission's Family and Community Care (FACS) homelessness contracts
- Mums and Kids Matter, a mental health program that works with mothers with severe and persistent mental health issues who also have at least one child under the age of 5 years. While, Mums and Kids Matters has a step down 24/7 accommodation service in the Liverpool LGA, the program has a state-wide focus and can support mothers in their community
- Getting it Together
- Assistance with Care and Housing



- Emergency Relief
- Executive Management Team, providing specialised support to the entire group to support the broader strategic direction as well as individual teams needs in line with Wesley Mission's broader strategic direction

3. Overview of the team

Wesley Mission's Newcastle Community Services Hub is a flexible, dynamic and inclusive one stop service centre for vulnerable people who may otherwise fall through the gaps. Operating with a no wrong door policy, every first point of contact acts as a gateway to Wesley Mission's range of services. Services are provided either directly through Wesley Mission or through the strategic partnerships with other local agencies, businesses or community groups.

Wesley Mission's Newcastle Community Hub is embedded within the local community in which we work and have a comprehensive understanding of the issues and needs as well as the unique strengths and resources of that community.

The Coordinator is Wesley Mission's community champion and local expert responsible for driving the voice of the community. As such, they will link in with local community groups and accept seats on advisory groups and boards as well as working to establish a local advisory panel, inviting key local identities to assist in shaping and informing Wesley's response to the community as we assist in locating new funding so that the hubs can continue to do all the good they can in the area.

The Community Linker /Referral Caseworker works under the no wrong door policy ensuring all clients are connected and referred, an empathic working, promoting a spirit of "strong kindness" and generosity of spirit across local partnerships. The Community Linker walks alongside clients promoting hope and connection within a solution focussed framework.

4. Overview of the role

The Community Visitors Scheme (CVS) draws on volunteers to visit elderly people who would otherwise have very limited communication with the wider community. The person may be socially isolated and have little or no family support, so for them a volunteer visit them twice per month for about an hour enables them to stay connected to the wider community. This regular social support also builds the person's self-worth and overall social and emotional well-being. Community Visitors Scheme has two program types first being where volunteers visit with elderly people in aged care facilities and the second, expansion project where volunteers visit elderly people who are recipients of home care packages, in their own home.

The Newcastle Community Hub draws on volunteers to assist with client triage, linking clients with Wesley Mission programs and local community partners.

The Volunteer Coordinator will undertake assessment, recruitment and selection of prospective volunteers and provide ongoing training and support. The Volunteer Coordinator will facilitate matchings of elderly care recipients in line with relative needs and attributes of both parties. The Volunteer Coordinator will also play a major role in leading change and continuous improvement to ensure the both programs maintain their relevance and seizes opportunities to be innovative in delivering social support which promotes positive ageing within available resources.

The Volunteer Coordinator is to support the Newcastle Community Hub Coordinator and the Community Linker/Referral Caseworker to achieve all relevant KPI's within a Quality Improvement and Governance Framework.

5. Relationships

Reports to: Coordinator, Newcastle Community Hub



Works closely with:

- Coordinator, Newcastle Community Hub
- Community Linker/Referral Caseworker
- various staff associated with Newcastle Community Hub
- Wesley Mission Quality Risk and Compliance Specialists
- key staff from funding bodies
- other relevant organisations outside of Wesley Mission e.g. government departments, industry organisations and key stakeholders

6. Major role responsibilities

6.1 Our clients

- undertake assessment, recruitment and selection of volunteers
- provide initial and ongoing training and support to volunteers
- complete all data collection and monthly reporting against performance measures
- assist in monitoring and evaluation activities by collecting data and recording outcomes as directed
- comply with the Newcastle Community Hub and CVS Risk and Compliance Framework and ensure that this is applied to all relevant documentation and activities
- ensure continuous improvement through regular reviews of systems and processes to seek more efficient and effective methods of service delivery
- participate in quality audit and accreditation to ensure adherence to industry legislation, best practice guidelines and standards
- ensure program is conducted in line with organisational and funding body guidelines
- ensure program policies, procedures and guidelines are reviewed and updated regularly
- provide opportunities for regular feedback from care recipients and volunteers
- conduct Criminal Record Checks
- undertake reference checks for all prospective volunteers
- provide social support to care recipients through volunteer visiting which meets and/or exceeds their expectations
- be a strong ambassador for the Wesley Mission Newcastle Community Services Hub team.

6.1.1 Performance Measures

- 100% of KPI's as defined in all associated contract have been met
- Volunteers and care recipients have more than two options to provide feedback
- 100% of program policies and procedures are reviewed and updated according to industry, regulatory and government guidelines
- 100% of volunteers are offered an opportunity to participate in an annual review of the program

6.2 Our people (our team)

- work alongside the Coordinator to ensure that all contract, business plan and personal KPI's are managed and met through:
 - a. Personal responsibility
 - b. Collaborative work practices with other staff in the Wesley Newcastle Community Services Hub
- promote and ensure adherence to Wesley Mission brand



- assist the Team Leader to maintain a positive service culture with the Wesley Community Services Hub that is proactive, non-judgemental and reflective of Wesley Mission's Christian Values
- actively and positively participate in all team planning meetings
- meet all personal KPI's
- ensure all Human Resource (HR) policies and procedures are understood and adhered to
- on a quarterly basis, document your progress using the Employee Contribution & Development template and meet with your manager to discuss
- ensure your position description is up-to-date and identify career training and development and career growth opportunities for yourself
- regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- identify and recommend opportunities to increase team satisfaction
- attend all scheduled meetings.

6.2.1 Performance Measures

- meet 100% of reporting requirements
- active and positive participation as a member of the Wesley Newcastle Community Services Hub
- positive feedback from Newcastle regional staff, Team Leader and Operations Manager
- team meetings, supervision and annual performance reviews are carried out in line with Wesley Mission policies and procedures
- demonstrate Wesley Mission values and practice honesty, respect, transparency, reliability, empathy and reflective self-awareness in all aspects of work
- satisfactory progress on your respective Employee Contribution & Development Plan

6.3 Our operations

- work with all key personnel from the funding body to ensure that all service provision is compliant with our contracts and funding body expectations
- communicate the Wesley Mission brand and key messaging strategy to stakeholders to build effective relationships, gain their support and ultimately create advocates
- work with program volunteers to understand the role that key stakeholders and the broader community play in the life of the care recipients
- identify partnerships, key advisory groups and boards that may benefit Wesley Mission, the Newcastle Hub and communicate to the Team Leader prior to any formal contact
- communicate stakeholder issues quickly to the Team Leader to help mitigate risks or partnership breakdown and to ensure that the reputation and integrity of Wesley Mission is upheld at all times.

6.3.1 Performance Measures

- positive feedback from all stakeholders
- positive partnerships developed and maintained



6.4 Our financials

- operate within the financial policies and procedures of Wesley Mission
- Ensure all projects are delivered to budget and seek opportunities to minimise expense wherever possible
- Be a responsible steward of Wesley Mission's assets including vehicles, laptops, mobile phones and internet access, protect assets from harm or loss and keep discretionary and personal costs to a minimum

6.4.1 Performance Measures

- operate within a budget
- promote cost saving measures
- follow all financial processes
- be a responsible steward for all organisation assets

2 Professional responsibilities

- as directed, other activities to support the delivery of the Wesley Newcastle Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- manage all aspects of your workload including meeting KPI's
- provide reports and complete project activities as requested by the Client Coordinator
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- maintain confidentiality.

3 Selection criteria

To be successful in this position, candidates must possess the following:



Demonstrated behaviours

- Highly organised
- Commitment to work collaboratively with other CVS auspices and Wesley Mission programs
- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- relates well to a range of people with sound listening and problem solving skills
- confident professional with strong initiative
- displays emotional maturity and resilience
- ability to be flexible, creative and innovative in delivering social support which promotes ageing

Essential skills/knowledge

- understanding of regulations associated with volunteer programs
- understanding of issues associated with the impacts of social isolation
- ability to recruit, inspire, train and provide ongoing support to volunteers
- possess knowledge, understanding and ability to keep abreast with, and apply innovative and best practice solutions for providing quality social support based on positive ageing
- experience in networking effectively with partners e.g. other service providers and stakeholders
- competency in risk management processes
- proven ability to liaise and communicate with a broad range of people in a professional and ethical manner
- demonstrated ability and willingness to advocate on a person's behalf
- cultural competency
- understanding of the unique experiences for people who identify as Aboriginal (First Nations), Torres Strait Islander, Culturally and Linguistically Diverse and LGBTIQ
- excellent verbal and written skills
- strong administration and organisational skills
- excellent time management, multi-tasking and follow-up skills
- computer confidence, especially using Microsoft Office and Word
- understanding of, and diligent approach to WHS
- current unrestricted NSW Drivers Licence
- be able to meet all Security/ police and Working with Children checks

Desirable skills/knowledge

- previous experience in coordinating a volunteer based program