

Position Description

Volunteer and Project Support Officer (CMY120)

Full-Time / Part-Time / FTE / Fixed term / Ongoing

4-5 days a week (0.8 FTE - Full Time), Fixed term

Salary and conditions

SCHADS Level 3, plus:

- Salary Packaging which provides up to \$15,900 tax free
- Superannuation at 9.5%
- Annual leave loading
- Pay rise of approximately 4% per annum
- Generous entitlements including cultural leave options and flexible work arrangements.

Award / Certified Agreement

Social, Community, Home care and Disabilities Award 2010 and CMY Enterprise Bargaining Agreement 2015-2018 or any replacement agreement.

Reports To

Team Leader

About CMY

CMY is a not-for-profit organisation based in Victoria, providing specialist knowledge and support to young people from refugee and migrant backgrounds.

CMY has a strong track record in initiatives that improve outcomes for young people including:

- Working directly with young people through one-on-one support and group programs
- Creating leadership and participation opportunities for young people
- Supporting others to work more effectively with young people
- Undertaking research and advocates for young people at local, state and national levels

Program Area

CMY's reach and impact is possible due to the high number of volunteers who donate their time to support the quality delivery of a wide range of programs and services. CMY has over 600 volunteers engaged in a variety of program areas and services giving over 18,000 hours in 2016/17, and supporting over supporting over 4,500 young people of refugee and migrant backgrounds. CMY has in place rigorous selection and training processes for volunteers including child safe practices. Ongoing training of volunteers is also required for many programs areas.

Position Summary

The Volunteer and Project Support Officer is responsible for promoting program areas to potential volunteers; recruiting and screening volunteers; maintaining effective systems for the recruitment and support of volunteers, including IT systems and coordinating the registration of volunteers for training. The role is also focused on providing administrative support to the delivery of the various program areas.

Accountabilities

- Provide high quality customer service and support to potential and current program volunteers and other stakeholders contacting CMY.
- Develop and maintain up-to-date resources and systems to support the recruitment of volunteers across the program regions.
- In conjunction with other staff, promote program areas to potential volunteers and recruit volunteers through various means.
- Undertake screening of program volunteers, complete Police and Working with Children Checks and register volunteers for interviews and training as required.
- Maintain information and IT systems that collect confidential information and general program information relating to the administration, recruitment, screening, training, assessment and ongoing support of program volunteers.
- Undertake a range of administrative tasks associated with the delivery of the program including booking training and program venues, organising catering, printing materials, developing program packs, etc.
- Abide by the policies and procedures of CMY and operate within the Code of Conduct.
- Perform all tasks in line with CMY values of Participation, Diversity and Human Rights.
- Consistent with the strategic directions of CMY carry out all other duties as directed.

Key Selection Criteria

1. Demonstrated experience in volunteer recruitment, community engagement or sales.
2. Demonstrated experience in administration.
3. Highly developed organisational skills and ability to balance multiple tasks efficiently and work to deadlines.
4. Good cross cultural verbal and written communication skills with proven ability to liaise with a diverse range of people including young people, volunteers and external organisations.
5. High level proficiency with a range of software programs including: Microsoft Word, Excel and PowerPoint along with the ability to use a range of technologies including web based information and data systems.

Additional Information

- CMY takes Child Safety seriously and short listed candidates are subject to child safety screening and assessment against child safety standards as part of our thorough recruitment process. These include but are not limited to Police Record and Working with Children Checks, and child safety focused referee checks.
- CMY is an Equal Opportunity Employer.
- In the context of Occupational Health and Safety all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.
- This role at times may require a capacity to work flexible hours, including after hours or weekends, as well as commute to off-site locations across Melbourne.

Relationship to Performance Development and Review Plan

This position description operates in conjunction with and forms part of the relevant individual Performance Development Review Plan. An initial performance review will take place six months following commencement of employment and then on an annual basis.

I have read, understood and approve the above position description:

Manager Name

Manager Signature Date / /

I have read, understood and accept the above position description:

Employee Name

Employee Signature Date / /