

POSITION TITLE:	Coordinator of Volunteering		
REPORTS TO:	Program Manager - Youth Justice Portfolio		
POSITION CLASSIFICATION:	Full Time, Fixed Term		
AWARD/CERTIFIED AGREEMENT	Social, Community, Home care and Disabilities Award 2010 and CMY Collective Agreement 2015-2018 or any replacement agreement.		
LOCATION:	Carlton	APPROVED BY:	Jemal Ahmet
SALARY:	SCHADS Level 6 plus: <ul style="list-style-type: none"> <li>• Access to salary packaging</li> <li>• Superannuation at 10.5%</li> <li>• Annual leave loading</li> <li>• Generous entitlements including cultural leave options and flexible work arrangements</li> </ul>	LAST UPDATED:	August 2022

### About CMY

The Centre for Multicultural Youth (CMY) is a not-for-profit organisation based in Victoria, providing specialist knowledge and support to young people from refugee and migrant backgrounds. Our vision is that young people from migrant and refugee backgrounds are connected, empowered and influential Australians. Through a combination of specialist support services, training and consultancy, knowledge sharing and advocacy, we are working to remove the barriers young people face as they make Australia their home

### About the Program Area

YRIPP is the Youth Referral and Independent Person Program and sits within the broader Youth Justice Portfolio. YRIPP delivers a high quality system of adult volunteers called "Independent Persons" who attend police interviews with young people in police custody when a parent or guardian is not available. YRIPP also seeks to divert young people from future offending through early intervention at the point of police contact.

YRIPP is supported by the Victorian Government and delivered by the Centre for Multicultural Youth.

<b>POSITION SUMMARY:</b>
The Coordinator of Volunteering is responsible for leading and managing YRIPP's volunteer program and will support a One CMY approach to best practice volunteer management more broadly across CMY. The role is responsible for coordinating a range of strategies designed to grow the participation of volunteer Independent Persons in YRIPP and in ensuring volunteers are adequately vetted, trained, valued and supported.

<b>JOB RESPONSIBILITIES:</b>
<p>Under the direction of the Program Manager, Youth Justice Portfolio, the Coordinator of Volunteering will:</p> <ul style="list-style-type: none"> <li>• Oversee YRIPP's volunteer program to ensure it delivers continuous improvement to support both program and organisational goals and delivers a purposeful and rewarding experience for volunteers</li> <li>• Maintain and continuously improve YRIPP's policies, manuals and systems to ensure best practice volunteer recruitment, management and support;</li> <li>• Work closely with YRIPP leadership team to implement consistent practice, leadership and support to YRIPP staff;</li> <li>• Lead on the development, design, coordination and implementation of volunteer recruitment, training, on-boarding and continuous learning for YRIPP volunteers;</li> </ul>

- Develop and lead innovative strategies to reducing barriers to volunteering and to support diversity in our volunteer workforce;
- Provide support, guidance and direction to Regional Officers and other YRIPP staff in their day-to-day management and support of volunteers including on issues relating to police interviews, child safety procedures and the call-out process;
- Support program efficiency and accountability through regularly undertaking auditing to monitor performance and quality in volunteer engagement.
- Provide line-management support and supervision to the Training Volunteer and Recruitment Administration Officers and other staff as required;
- Ensure YRIPP maintains volunteer practices that comply with required vetting protocols including Working With Children Checks and National Police Checks as well as internal CMY policies and procedures;
- Develop policies and procedures and support YRIPP staff in the management of the performance of volunteers, and provide best practice advice to regional officers;
- Implement an effective volunteer communication strategy, including in-person and virtual meetings, to ensure volunteers are effectively engaged, kept informed and can receive timely updates and feedback;
- Provide technical advice to CMY broader programs, working groups and other relevant forums to support organisational volunteer recruitment and management strategies;
- Liaise with internal and external partners and develop new partnerships to promote YRIPP's volunteer opportunities;
- Lead on the celebration of volunteer achievement and volunteer recognition through events, activities and through our publications and social media;
- Contribute to the development and maintenance of ICT systems relating to data collection and analysis, program delivery, volunteer contribution and engagement and rostering and management and provide support to regional officers to engage volunteers with system enhancements;
- Participate in on-call rosters as negotiated with the YRIPP Team and under the direction of the Program Manager, Youth Justice.

#### KEY SELECTION CRITERIA:

1. A minimum of 3 years demonstrated experience in the recruitment, management, support and supervision of volunteers.
2. Demonstrated experience in the supervision of staff, including a proven ability to identify potential issues and possible setbacks and guide and motivate the team to achieve outcomes.
3. Strong communication skills with the ability to engage and communicate with diverse stakeholders including government departments, community groups and organisations.
4. Demonstrated experience in project implementation and coordination including well-developed organisational and analytical skills, and the ability to plan and manage an effective work program and meet deadlines.
5. Experience working in the community, youth, justice, Indigenous or multicultural sectors and a demonstrated commitment to social justice principles.
6. High level proficiency with a range of software programs and data analysis tools including: CRM Databases, Microsoft suite, along with an interest in web based information and data systems.

#### QUALIFICATION REQUIREMENT:

- Tertiary Qualifications in a relevant discipline, Social Sciences, Criminal Justice, Law, Social work, Community Development, Youth work and/or other relevant discipline

#### 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 Child Checks, and child safety focused referee checks;
- Applicants must have the right to work in Australia;

- 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 will be based out of the CMY Carlton office but travel to other CMY offices is may be required.
- This role requires a capacity to work flexible hours including evenings and occasionally on weekends; and
- A current driver's license is required as this role requires a capacity to travel throughout Victoria, including overnight stays
- In line with CMY's COVIDSafe policy and practices, there is a requirement the successful applicant must provide evidence of receiving two doses of a TGA approved COVID-19 vaccine or exemption (if applicable), prior to commencement.

#### GENERAL REQUIREMENTS:

- Demonstrate CMY values and behaviours Participation, Diversity and Human Rights;
- Comply with the Employee Code of Conduct;
- Comply with CMY policies, procedures and regulations; and
- Consistent with the strategic directions of CMY carry out all other duties as directed.

#### CMY KEY OBJECTIVES AND ACTION STRATEGIES:

- **My Community**  
Young people are *connected, belong and contribute* to their families and the community.
- **My Journey**  
Young people are *empowered to access opportunities* and actively shape their own futures.
- **My Voice**  
Young people are *understood, accurately represented and influential*.
- **My CMY**  
CMY is a strong partner and recognised leader in working with diverse young people.

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

Executive/Senior  
Manager Name .....

Executive/Senior  
Manager Signature ..... Date ..... /..... /.....

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

Employee Name .....

Employee Signature ..... Date ..... /..... /.....