



POSITION DESCRIPTION

1. POSITION DETAILS			
Position Title	Volunteer Development Coordinator – Retail Shops	Classification	SCHADS Award Level 4
Business Unit	Brand and Organisational Culture	Status	Part-Time 0.8 FTE
Location	Ozanam House, Adelaide	Date Created	April 2024
Reports to	Volunteer Services Manager	Date Approved	April 2024
		Review Date	July 2025
2. POSITION CONTEXT			
Organisational Overview	<p>The St Vincent de Paul Society (The Society) is a lay Catholic organisation and a major international charitable and voluntary organisation, which has been in existence in South Australia (SA) since 1884.</p> <p>The principal role of The Society is to provide for or alleviate the various needs of disadvantaged people in the community by genuinely addressing poverty and hardship through assistance and advocacy. The Spiritual mission of The Society is to continue the mission of Jesus Christ.</p> <p>Our core work in SA is to assist people in need and raise awareness of and advocate against social injustice across the state. We do this through our local member networks, known as Conferences, which operate across 60 communities throughout the State, our 34 Vinnies Centres (shops) and through our Special Works. Special Works include the Vinnies Men’s Crisis Centre (VMCC), Vinnies Women’s Crisis Centre (VWCC), Fred’s Van (10 sites), Vinnies Open Door program, Vinnies Refugee and Asylum Seeker Service (VRASS), Youth and Community Engagement, and a range of other special programs. Special Works support our key strategic work focus areas of homelessness, refugees and asylum seekers and provides support to victims of domestic and family violence.</p> <p>The Society has around 2500 members and volunteers, as well as over 140 employees.</p>		
Position Purpose	<p>The Volunteer Development Coordinator – Retail Shops is responsible for:</p> <ul style="list-style-type: none"> • Implementation of a Vinnies Retail Shops volunteer attraction, retention, and recognition program that invigorates the work of Vinnies Retail Shops, demonstrating leadership and positively promoting this work which directly supports the achievement of our objectives and mission. • Ensuring compliance with relevant legislation, guidelines, and business expectations, including meeting the National Standards for Volunteering, while continuously improving systems, processes, and policies. This approach aims to enhance the work of volunteers within our Vinnies Retail Shops, fostering an environment that upholds best practices and promotes volunteer satisfaction and effectiveness. • The identification of training needs, and assistance with training solutions, related to the activities of the Vinnies Retail Shop volunteer. • The effective resolution of disharmony, disagreements, contentious matters or questionable conduct, which occasionally may occur involving retail volunteers. • Acting as a catalyst for greater organisational cohesion by liaising with volunteer coordinators in other programs and relevant stakeholders on important and sometimes complex issues. 		
Line Management Responsibility	<ul style="list-style-type: none"> • This position has no line management responsibility, except for admin volunteers within the Retail Shop recruitment team. 		

Key Interactions/ Relationships	<ul style="list-style-type: none"> • Volunteer Services Manager • Regional Area Managers • General Manager - Commercial • General Manager – Brand and Organisational Culture • People and Culture Senior Manager • Society volunteers, staff and members • Retail Shop Managers and Assistant Managers • Government departments, sponsors and supporters, other community service organisations
Authority to Act / Delegations	<ul style="list-style-type: none"> • This position has no financial delegations of authority.
Special Conditions	<ul style="list-style-type: none"> • Regular regional travel, accommodation, and work locations across South Australia. • Flexible approach to work as some evening and after-hours work is required. • As part of the Society’s commitment to safety, welfare, and integrity, employment is contingent upon satisfactory National Police Checks, performance appraisals, and employment health checks upon commencing employment and as requested. • Current Class C Drivers Licence.

3. PRIMARY OUTCOMES AND ACCOUNTABILITIES

KEY RESULT AREA	PERFORMANCE OUTCOMES
Volunteer Recruitment	<ul style="list-style-type: none"> • Attract, develop, motivate, and retain Vinnies Retail Shop volunteers. • Develop effective recruitment strategies and procedures to attract volunteers to participate and sustain their volunteering experience with the Society. • Provide recruitment services for volunteer engagement with a strong customer service focus, ensuring a positive experience for prospective volunteers throughout the recruitment process. This includes the onboarding process, facilitating orientation sessions, and offering ongoing support as volunteers integrate into their roles and any offboarding as necessary. • Assist in building strategic linkages between Vinnies Retail Shops and other relevant volunteer agencies. • Implement a volunteer development program reflecting best practices. • In conjunction with the Vinnies Brand team, promote and publicise the value of volunteering for Vinnies. • Establish mechanisms for measuring and evaluating the effectiveness of recruitment strategies and the success of the volunteer development program. This includes tracking volunteer retention rates, conducting satisfaction surveys, and analysing recruitment metrics to identify areas for improvement and ensure continuous enhancement of volunteer engagement efforts.
Volunteer Coordination	<ul style="list-style-type: none"> • Recruit, induct, develop, and where required engage volunteers in a targeted way which addresses the uniqueness of individual shops. • Resolve any conflicts involving shop volunteers, where appropriate, with support from the Volunteer Services Manager. • Schedule, organise and conduct any volunteer recognition programs and events in conjunction with the Organisational Support team. • Ensure volunteers understand and adhere to the Society’s policies, procedures and guidelines. • Analyse and report on outcomes, progress, trends, issues and opportunities, as required, using various communication methods to a high standard (eg comprehensive, clear, timely, accurate and valuable). • Assist with the development, monitoring, and management of informal and formal recognition programs for the volunteer workforce. • Effectively advise, guide and support managers with all matters relating to shop volunteers. • Ensure that the organisation is compliant for all workforce compliance checks by administering and maintaining all records. • Ensure systems and processes are followed, monitored, and maintained so the retail volunteer workforce is compliant at all times.

Relationship Management	<ul style="list-style-type: none"> • Develop and maintain positive working relationships with all stakeholders. • Build closer working arrangements and partnerships internally with Vinnies' programs and operations, and externally with other community agencies to enhance and integrate services to those in need. • Influence cultural change and resolve disharmony or misconduct in a manner that is flexible, patient, respectful and effective.
Continuous Improvement	<ul style="list-style-type: none"> • Proactively suggest improvements to policies and procedures. • Enhance recruitment of volunteers and compliance processes.
Workplace Health and Safety (The Society is aligned to the Catholic Safety & Injury Management (SA) System)	<p>All employees have a responsibility for their own health and safety and to avoid adversely affecting the health and safety of any other person with a connection to their work. Your responsibility is to:</p> <ul style="list-style-type: none"> • Support the development and maintenance of WHS best practices within the workplace. • Take a preventative approach to potential WHS risks and consult with those affected and the WHS Coordinator • WHS Adhere to safe work and welfare practices, policies, and procedures. • Participate in relevant WHS training programs. • Follow any reasonable instruction and training provided in relation to health and safety at work. • Report hazards – physical and psychological, accidents and unsafe workplace practices in the workplace. • Participate in workplace WHS inspections/audits and assist in the maintenance of WHS facilities, resources, equipment, and information.
Duties as otherwise requested	St Vincent de Paul Society is a not-for-profit organisation that aims to take opportunities to maximise the benefit it provides to the community. From time to time, this role may require undertaking other duties of a similar level to those outlined in this Position Description.

4. POSITION COMPETENCY PROFILE

TECHNICAL	DESCRIPTION
Organisational Skills	<ul style="list-style-type: none"> • Effectively manage multiple priorities and deadlines to achieve results.
Strategic Capacity	<ul style="list-style-type: none"> • Think strategically and find solutions to complex problems.
Communication Skills	<ul style="list-style-type: none"> • Able to provide high level written and verbal communication skills with all stakeholders, which delivers clarity, learning, relevance and value. • Foster open and transparent communication channels, building relationships based on trust and respect.
Influencing Skills	<ul style="list-style-type: none"> • Able to motivate and influence others to engage effectively and respectfully with people in need. • Able to motivate and influence others to think strategically about program design, test new ideas and adopt new technology.
Recruitment, HR and Change Management skills.	<ul style="list-style-type: none"> • Demonstrate proficiency in best practice volunteer recruitment and retention practices. • Communicating change objectives clearly, addressing concerns empathetically, and actively soliciting input and feedback. • Involving stakeholders in decision-making processes to ensure buy-in and commitment to change initiatives.
BEHAVIOURAL	DESCRIPTION
Values and Ethics	<ul style="list-style-type: none"> • Understanding of and commitment to the Ethos, Mission, and Values of the Society. • Be able to promote the core values of The Society and ensure that the Code of Conduct is upheld.

Professional Accountability	<ul style="list-style-type: none"> • Be an ethical, outcomes and results-driven individual, with a positive, “can do” attitude. • Resilience to deal constructively with setbacks and to achieve outcomes with limited staff and other resources. • Works effectively both independently and as part of a team. Actively supports “One Society” approach for our workforce. • Is a role model for performing work at a high standard. • Accept responsibility for actions and consequences of decisions.
Interpersonal Relations	<ul style="list-style-type: none"> • Establish and maintain effective working relationships with internal and external stakeholders, with a ‘can do’ attitude in the face of challenges. • An effective cultural change agent with a flexible repertoire of management styles and personal values that support the Vinnies’ mission and clear, consistent decision-making. • Applies appropriate discretion and maintains confidentiality in dealing with sensitive and confidential information. • Considerate of other views, diplomatic and communicates in a timely, clear, accurate and valuable manner. • Effective and respectful conflict resolution skills.
Self-Management	<ul style="list-style-type: none"> • Aware of own limits and capabilities. Effectively manages emotions and challenging situations. • Able to work with limited supervision and take on new tasks and challenges as required. • Maintain flexibility in managing work situations, workloads, and competing priorities.
Customer Service	<ul style="list-style-type: none"> • Understand the needs of a diverse range of customers and cultures and deliver services and standards that are responsive to these needs.
5. OTHER REQUIREMENTS	
Essential Qualifications / Experience	<ul style="list-style-type: none"> • Tertiary qualifications in Human Resources, or demonstrated 2 years relevant experience within recruitment, development, and retention roles. • Experience coordinating a volunteer program
Desirable Qualifications / Experience	<ul style="list-style-type: none"> • Experience working in a membership-based organisation to support and empower members and volunteers. • Membership and affiliation with Human Resources and or volunteering peak bodies.