



# Volunteer Coordinator

## Job Information Pack

This information package includes:

- Employment conditions
- Position Description
- Selection criteria
- Application and recruitment process

## Employment Conditions

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Employment basis: Permanent

Hours: Open to flexibility

Remuneration: 65-75K (FTE) with opportunity for Salary Packaging

Commencement: ASAP

### About Wayside Chapel

Wayside Chapel has provided unconditional love, care and support for people on and around the streets of Kings Cross since 1964 and Bondi since 1971.

Today, under the banner of love over hate, Wayside Chapel creates a community where there is no 'us and them' by breaking down the barriers of judgement and providing a safe place where people from all walks of life are welcome just to 'be'.

Wayside Chapel draws people out of social isolation and invites them into the healing place of community. People marginalised by homelessness, mental health issues and substance abuse can turn to Wayside for compassion, tolerance and support.

Our community services centres in Bondi and Kings Cross, outreach service, mental health program, community cafe and Aboriginal project are all designed to ensure the most disadvantaged members of our community have access to essential health, welfare, social and recreational services.

Our community development program reaches out to the wider community to ensure that The Wayside Chapel is a place for people from all walks of life.

PATRON:  
Her Excellency the Honourable  
Margaret Beazley AO QC  
Governor of NSW

Pastor/CEO:  
Jon Owen

CALL: 9581 9100  
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PO Box 66 Potts Point NSW 1335



**Vision:** Love over hate

**Mission:** Creating community with no 'us and them'

**Values:**

*Openness (No secrets):* We have a profoundly simple mission, which is to create a community, and our message and work are undiluted with other agendas.

*Teamwork (No cowboys):* Our goal of creating community is also our method. We work in a collaborative way to invite people out of singular, individual life into the risky and healing place of community.

*Patience (No rush):* We cannot make people change. If we could, we'd be guilty of manipulation of some kind. Instead we are on the lookout for sparks of life, signs that people long for better, and we look to engage and help people move to better days and better health.

*Courage (No complacency):* It takes courage to confront people who've lost hope and invite them into the world of relationships with responsibility. Wayside is not an intensive care unit but an invitation into life and community.

*Respect (No Judges):* People have the right to make their own decisions. People have the right to make bad decisions. People who choose singular misery or even death deserve to have their rights respected. Wayside's mission is not to fix people but to love them and be with them, knowing that if they are really met, they'll really move toward health and life.

**Behaviours:**

*Stand Back:* Recognise that we are each necessary, significant but not central. The mission evaporates when we are central. Take a step back when our emotions are high and cool off. When central, the important thing is how we feel and the most pressing need is to express our feeling. When necessary, significant but not central, in a time of difficulty, the most important thing is to ask "what facts do I not have" and "who can I talk to for reliable clarity".

*Speak Well:* Identify and appreciate the strengths in colleagues. Recognise that every-one's strengths are also their weaknesses, if we look for weakness, we'll find it and if we look for strength, we'll find it. An atmosphere where colleagues are habitually talked up behind their backs will create an unbeatable team.

*Embrace Errors:* Accept when you have made a mistake, that an opportunity to learn is present. Learning is lost when we spend energy covering our arse or blaming others. Nothing is more liberating than the security it takes to admit that your performance did not cover you or the team in glory. Helping each other embrace moments of learning will build a team that can overcome anything.

*Be Kind:* We do an excellent job of being kind with our visitors, lets also be kind with each other. Kindness is implicit in our vision and our mission. Kindness is not a matter of feeling anything but a matter of acting and participating. You might feel uncomfortable but kindness will give the benefit of the doubt or begin an uncomfortable but direct discussion.

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## **About Wayside's Volunteers**

One of the many gifts of Wayside is that we have more than 600 active volunteers who cover over 250 shifts each and every week. Without the commitment of our incredible volunteers, we simply could not open the doors each day.

## **Position Description**

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<b>Team</b>	People and Culture
<b>Reports to (Name)</b>	Melissa Collins
<b>Reports to (Position)</b>	Head of People and Culture
<b>Incoming Reports</b>	Volunteers

## **Position Summary**

This critical role exists to ensure that the experience of Wayside volunteers, from first engagement at induction through to offboarding, is both richly rewarding for the individual and also service the needs of the organisation.

You will work at both our Bondi and Kings Cross locations and collaboratively with our other volunteer coordinator, as well as the rest of the People and Culture team. From recruitment and orientation, ongoing learning and development, social celebrations and continual engagement and support, you will be the face of Wayside for our volunteer community.

## **Key Responsibilities:**

- Support all staff to appreciate the awesome value Wayside volunteers bring to realising Wayside's mission, and the practical delivery of Wayside's programs, enterprises and support team functions
- Demonstrate Wayside's leadership capabilities in all aspects of work life
- Facilitate the onboarding of new volunteers
- Create and implement a communications approach for our volunteers, including individual support, supervision, newsletters and social events
- Collaborate with the people and culture team to create and deliver an annual schedule of learning and development opportunities for volunteers
- Conduct interviews for student placements at our Bondi location
- Continually look for ways to improve volunteers' experience and resources
- Ensure the privacy, currency and accuracy of all data captured in the volunteer portal
- Maintain work-life balance by practicing appropriate self-care on an individual, team and organisational-wide basis
- Walk alongside Wayside staff with sensitivity to the barriers some face to open employment

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- Comply with legislation and all Wayside WHS policies/procedures and instructions, reporting any hazards or safety issues and performing all tasks in a manner which guards against risk to self and others within the workplace

### Key Internal/External Contacts

#### Internal

- Wayside volunteers
- People team
- Volunteer Champions
- Program and support teams

#### External

- CrimCheck – criminal record check provider
- Office of Children’s Guardian NSW

***Note:** This position description and associated information should not be considered as comprehensive in its description of responsibilities, criteria or outcomes. It is indicative of the position. The Volunteer Coordinator can and will be asked to undertake duties within their competencies, skills and abilities and training that may not be mentioned in this document.*

*The Volunteer Coordinator should be aware that their position within The Wayside Chapel is dynamic. The Wayside Chapel expects continuing development, change and improvement of processes, practices, knowledge and skills.*

## Selection Criteria

Applications must address each essential selection criteria individually. Applications which do not individually address each selection criteria will not be considered.

#### Essential

- Demonstrated understanding of the unique opportunities and challenges around working with a volunteer workforce
- Highly developed written and oral communication skills
- Attention to detail and ability to manage a high volume admin workload
- Strong team player and a commitment to collaborative working practices
- Willingness to work within the ethos of The Wayside Chapel’s mission, vision and values

#### Desirable

- Experience working with and around vulnerable people in a social services setting
- Not For Profit volunteering experience

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## Application and Recruitment Process

- **Applications will be reviewed as received. Please apply right away.**
- Applications should be submitted via Wayside Chapel's applicant portal link in the job advert.
- **Applications which do not address each and every selection criterion in their cover letter will not be considered. Applications which only provide a cover letter or resume, or only address the selection criteria generally, will not be considered.**
- Applicants with a disability should inform the convenor of the selection panel of any special requirements upon contact to arrange an interview.
- An offer will be made to the successful candidate pending the satisfactory completion of a police criminal record and working with children check.

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