



## Position Description – Volunteer Lead

<b>Role Title</b>	Volunteer Manager
<b>Team</b>	People and Culture
<b>Remuneration (if applicable)</b>	\$100,000 -\$110,000
<b>Award and Grade (if applicable)</b>	
<b>Reports to (Position)</b>	Head of People and Culture
<b>Direct Reports (Position)</b>	Volunteer Coordinator
<b>Date of Approval</b>	

### Purpose of Position

Wayside is blessed with more than 600 active volunteers who cover over 250 shifts each and every week at Wayside. Without the commitment of our volunteers, we simply could not open the doors each day.

Our volunteers are the first to greet all visitors at our front desk, to serve customers in our Op Shops and make a hot cuppa for those in need who visit our Cafés.

Our volunteers are incredibly important to us and provide the horsepower for Wayside's program areas. Volunteers are worth over \$1 million each year in terms of the time they give to us and our visitors.

The Volunteer Manager is responsible for delivering a range of volunteer strategies to grow, support sustainable volunteering to support the Wayside Chapel mission of, no us and them, and our 10-year strategic goal.

### Vision, Mission and Values

**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 everyone'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, let's also be kind to 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.

## **Key Accountabilities & Responsibilities**

### **Volunteer Program and Strategy**

- Develop and manage long term strategies and modelling to support volunteer recruitment, retention and engagement, and improve the experience for volunteers to support the delivery of the Wayside Chapel mission of, no us and them, and our 10-year strategic goal.
- Help Wayside staff to understand the role of volunteers and the incredible contribution they make.
- Develop communication and engagement strategies for existing and potential volunteers, including messaging and communications, tools, resources, workshops and documents to promote Wayside Chapel as a volunteer organisation of choice in attracting and retaining volunteers in existing and new locations.
- Carry out change management activities for the implementation of new volunteering models and initiatives.
- Implement and manage governance practices and policy for volunteering to ensure Wayside Chapel meets objectives, cost effective resourcing, transparency, quality services to the community and retention of volunteer.
- Promote the Wayside volunteer program, through public presentations, social media, volunteer fairs and other events.
- Develop and manage partnerships with external stakeholders including Universities and volunteering hubs.
- Develop and maintain links with local community groups and other organisations and businesses in order to recruit volunteers.
- Work with Marketing department to design a range of marketing materials in accessible formats, including digital methods, to promote Wayside Chapel and its volunteer program.

### **Leadership and Culture**

- Proactively contribute to the creation of a positive, fun, and value-driven culture

### **Volunteer Metrics and Reporting**

- Analyse membership and survey data to identify volunteering trends and areas for improvement in order to develop and implement strategies that contribute to a positive volunteer experience for all members

- Manage the coordination of culture and engagement surveys, and work as part of the team to develop and implement improvement strategies.
- Conduct exit interviews and establish areas for potential improvement.

**Maintain a safe working environment for our people and visitors**

- Role model safe working and wellbeing practices
- Evaluate and mitigate risks associated with volunteer positions and ensure controls are in place to protect volunteers, visitor programs, the organisation and the community

**People related Risk Management**

- Comply with all relevant legislation and all Wayside policies and procedures

**Other**

- Any other duties as directed by the Head of People and Culture or equivalent role
- Undertake training as required and directed.
- Practice and promote appropriate self-care at an individual, team and organisation wide level.

**Core Competencies – key skills, work experience, qualifications**

- Highly developed influencing, relationship building and customer service skills.
- Demonstrated experience developing and implementing volunteering workforce strategies and/or plans.
- Knowledge and understanding of contemporary volunteering and workforce planning issues.
- High-level problem-solving skills with the ability to identify issues or problems and recommend strategies, ideas and opportunities for resolving them.
- Experience implementing volunteer projects and plans
- Well-developed interpersonal, public speaking, written and program development skills

**Key Relationships**

Who	Why
Internal	
<b>Head of People and Culture, (Manager)</b>	<ul style="list-style-type: none"> <li>• Support and promote best practice and practical initiatives and delivery across partnering areas of Wayside</li> <li>• Escalate sensitive issues, receive guidance on proposals and recommended solution(s)</li> <li>• Keep informed, advise, and provide regular updates on service delivery and priorities</li> <li>• Participate in discussions and decisions and share information on collaboration with area</li> </ul>
<b>People and Culture Team</b>	<ul style="list-style-type: none"> <li>• Work collaboratively, share information, and discuss contemporary human resources best practices, innovations, processes and policies</li> <li>• Represent work group perspectives</li> <li>• Lead meetings, discussions, and decisions regarding services delivery in a dynamic client focused partner model</li> <li>• Inspire collaborative and positive partnerships</li> </ul>
<b>Wayside Leaders and staff</b>	<ul style="list-style-type: none"> <li>• Consult to determine volunteer workforce needs and to provide advice regarding policy and best practice</li> </ul>

	<ul style="list-style-type: none"> <li>Managing collaborative relationships with staff and stakeholders</li> </ul>
<b>External</b>	
<b>Volunteer Bodies</b>	<ul style="list-style-type: none"> <li>Actively maintain specialist knowledge and collaborate on contemporary volunteering principles, practice, and policies</li> <li>Develop and maintain collaborative relationships and open channels of communication to share information</li> </ul>

## Role dimensions

### Decision making

The role has autonomy in managing the work of the volunteer team, day-to-day workload and priorities and makes decisions on matters under their direct control. The role contributes to the development of volunteer workforce strategic plans and delivers workforce planning activities.

The role has discretion in managing initiatives and resources to deliver workforce planning activities and defers to the manager on more sensitive or complex matters.

### Reporting line

Head of People and Culture

### Direct reports

The role is senior management level role and may lead a team of Volunteer Coordinators

### Budget/Expenditure

As per financial delegations and budget allocation.

### 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 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 incumbent of the role 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.