

COTA VOLUNTEER ROLE DESCRIPTION



TITLE OF POSITION: Volunteer Coordinator

CLASSIFICATION: Volunteer

DURATION: February 2017- December 2017

LOCATION: COTA office and specific offsite locations

ROLE OBJECTIVE

Primary: The Volunteer Manager supervises volunteers and provides direction, coordination, and consultation for all volunteer functions within COTA NT to: Strengthen programs and involve a community of supporters as described in the duties outlined below.

Secondary: The Volunteer Manager is responsible for supervising all volunteer-led events at COTA NT.

The position manages the other Volunteer Office while working in an unstructured environment with numerous interruptions throughout the day.

Responsibilities and Duties: (Other duties may be assigned as appropriate.)

- Develop, promote, and maintain a wide range of volunteer opportunities within the organisation
- Survey staff regularly to assess needs for volunteer assistance
- Maintain Volunteer Service Descriptions for each volunteer assignment
- Ensure volunteers are staffed to support the various areas of operations, to include visitor service areas, exhibits and education, special events, development, and marketing/communications
- Recommend the most efficient use of volunteers, appropriate volunteer/supervisory mix, and future workforce needs to support volunteer program operations
- Conduct and/or arrange for volunteer orientation and training Schedule all volunteer activity
- Develop and manage volunteer policies, procedures, and standards of volunteer service
- Assess visitor feedback received through comment forms

- Organise and participate in volunteer recognition programs and special events
- Evaluate all aspects of volunteer programs to ensure effectiveness and to recommend/implement changes as appropriate
- Maintain accurate records and provide timely statistical and activity reports on volunteer participation
- Recruit, interview and place applicants for volunteer work
- Host and attend recruiting events within the community to attract qualified candidates
- Work with Events and General Manager and professional associations (Volunteering NT) to publicize opportunities for volunteers
- Develop and maintain relationships with other volunteer organisations within the area
- Provide ongoing support and guidance for volunteers
- Act as a single point of contact for communications
- Confer with volunteers to resolve grievances and promote cooperation and interest
- Create and distribute various communications and publications to facilitate distribution of information relevant to volunteers
- Train volunteers to use office and specialised equipment when appropriate

Time Commitment

- Hours and days are flexible but generally Monday through Friday, between 8.30am – 2pm
- Must be available for special events and training

Organisational Relationship:

The position is responsible to the General Manager

Skills and Experience

- Have job-related experience, such as working in a non for profit organisation managing volunteer programs
- leading teams and/or organizations
- Knowledge of management principles and evaluation techniques related to programs that involve a cadre of volunteers
- Proficient in basic computer applications, such as word processing, spreadsheets and internet usage
- Record keeping skills (for admissions and marketing)

- Organisational and planning skills.

Capabilities

- Demonstrated capability to conduct one's self in a calm and professional demeanour when dealing with the public and/or with difficult situations
- Demonstrated capability to effectively communicate orally and in writing
- Ability to work well with a diverse group of staff and volunteers
- Willingness to adjust hours to accommodate the needs of the job
- Ability to effectively manage a wide array of tasks, projects and responsibilities
- Ability to work productively in an unstructured environment with frequent interruptions

Personal Qualities

- Patience and empathy
- Enjoy working with groups and individuals
- Understanding of cultural differences

Policies and Procedures

COTA policies apply to volunteers as they do to staff. Some examples of these policies include:

- Volunteer Policy
- Police Check Policy
- Grievance Policy
- First Aid Policy
- Work Health and Safety Policy