



Mansfield Shire

# Position Description

Volunteer Program Of-  
ficer

High Country, Lakes and Rivers



# Volunteer Program Officer

Mansfield Shire Council aims to work with our community to continue to build a Shire that is recognised for its balanced social, economic and environmental development that acknowledges the diverse needs and values of our communities.

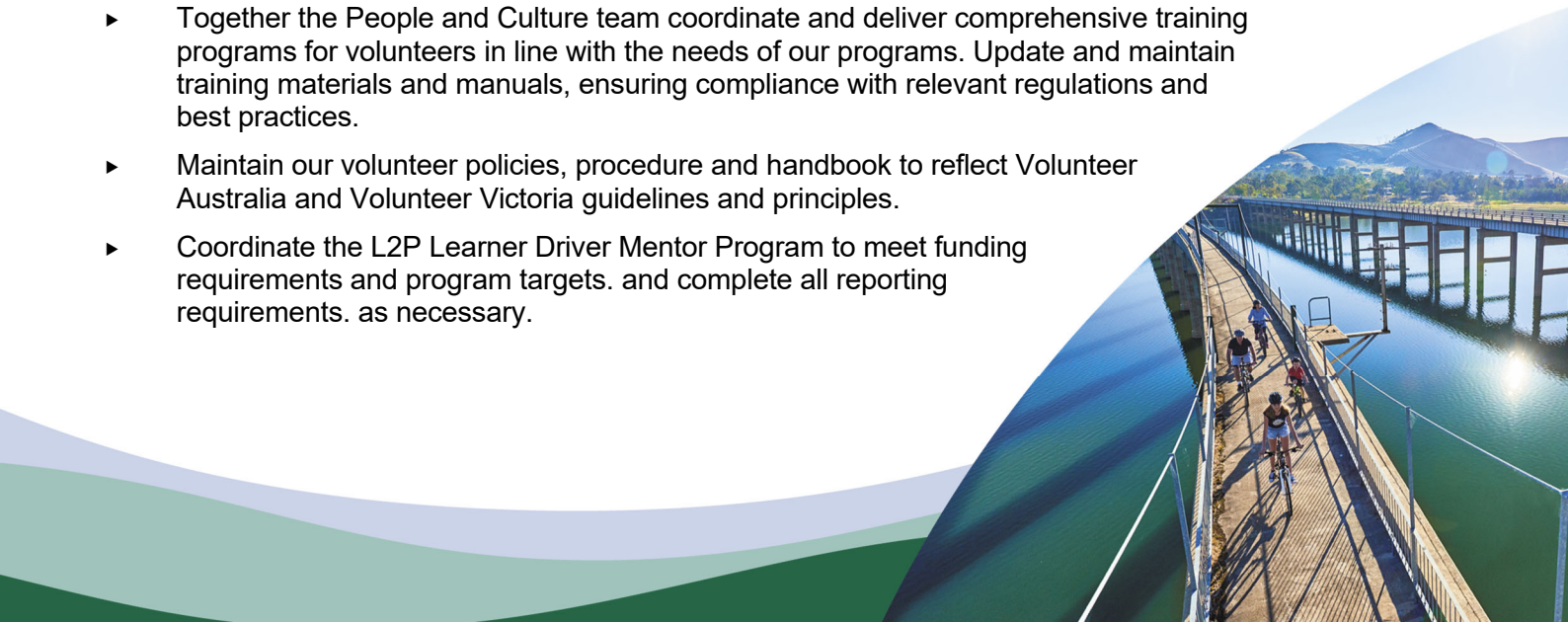
<b>Position Number</b>	<b>Classification</b>	<b>Date</b>
	Band 5	June 2024
<b>Unit</b>	<b>Enquiries</b>	<b>Status (FTE)</b>
Community Health and Wellbeing	Manager Community Health & Wellbeing	0.6

## Position Objectives

This position is responsible for coordination of the Mansfield Shire Volunteer Program Established to recruit, induct and manage volunteers for Council services and programs. Incorporating the L2P program and coordination to meet Transport Accident Commission funding requirements and program targets.

## Technical Accountabilities

- ▶ As the Volunteer Program Officer you will be in charge of recruiting, training, and retaining a dedicated volunteer workforce to support our L2P Program and other services and programs across our Council teams. You will be responsible for ensuring compliance with regulatory requirements and maintaining high standards of volunteer engagement and satisfaction.
- ▶ Develop and implement strategies to attract volunteers from our community. Conduct interviews, process background checks, and ensure all necessary documentation is completed for volunteer onboarding.
- ▶ Monitor and maintain compliance with all regulatory requirements, including but not limited to police checks, Working with Children checks,. Keep accurate records of volunteer certifications and compliance requirements, ensuring timely renewal and adherence to standards.
- ▶ Together the People and Culture team coordinate and deliver comprehensive training programs for volunteers in line with the needs of our programs. Update and maintain training materials and manuals, ensuring compliance with relevant regulations and best practices.
- ▶ Maintain our volunteer policies, procedure and handbook to reflect Volunteer Australia and Volunteer Victoria guidelines and principles.
- ▶ Coordinate the L2P Learner Driver Mentor Program to meet funding requirements and program targets. and complete all reporting requirements. as necessary.



- ▶ Implement the day-to-day procedures such as coordinating car bookings, mentors and learner issues. Liaising with the fleet officer in regard to the vehicle maintenance.
- ▶ Facilitate training for supervising drivers and provide appropriate support to volunteers to assist them to perform their role at the highest standard
- ▶ Recruit learner drivers within the target group of the L2P program and coordinate the learner referral process.
- ▶ Establish and maintain active matches between mentors and participants to meet program targets.
- ▶ Develop promotional materials to successfully market the program to the community and stakeholders and seek sponsorship.
- ▶ Foster a positive and inclusive volunteer culture through regular communication, recognition events, and opportunities for feedback and engagement.
- ▶ Assist in organising internal events to celebrate and reward the contributions of our volunteers to the community. Maintain records of volunteer activities and achievements, contributing to performance reports as required by management.
- ▶ Adhere to all Council's policies and procedures as relevant to this position including risk management and Motor Vehicle policy.
- ▶ Work within the allocated budget assigned to the Program.

## Organisational Relationship

### Reports to

Community Networks and Wellbeing Officer

### Supervises / Manages

Nil

### Internal Liaisons

All other staff

### External Liaisons

- ▶ L2P Program Steering Committee, L2P Program participants
- ▶ VicRoads
- ▶ Victoria Police
- ▶ Youth and community support/welfare agencies

## Our Values

Communication

Co-operation

Trust and  
Honesty

Respect

- ▶ Volunteer coordinators from local organisations Mansfield District Hospital, Rosehaven and Churches and service organisations
- ▶ Local secondary schools
- ▶ Driver education providers
- ▶ Community Members
- ▶ General public, residents and ratepayers

## Specialist Knowledge and Skills

### Knowledge of:

- ▶ Understanding of State and Local Government community policies and strategies.
- ▶ Ability to manage and recruit volunteers.
- ▶ Proficiency in the operation of software packages particularly Microsoft Office Suite Software, Outlook, Records Management systems, together with the capacity to learn new programs quickly.
- ▶ Records management skills.
- ▶ Customer service skills.
- ▶ Demonstrated well-developed oral and written communication skills.

## Qualifications and Experience

### Experience

- ▶ A minimum of 2 years previous relevant experience, working with volunteers, community services or a related field.

### Qualifications

- ▶ Current Victorian drivers licence.
- ▶ Current Working with Children Check.
- ▶ Degree or diploma or lesser formal qualifications.

## Key Selection Criteria

- ▶ Demonstrated experience in managing or coordinating volunteers and engaging with community members, groups and organisations
- ▶ Ability to promote an inclusive work environment and engage volunteers from diverse backgrounds.
- ▶ Excellent communication and problem-solving skills, with a proactive and positive approach to teamwork.
- ▶ Familiarity with aged care, community development, youth or disability sectors is advantageous.
- ▶ Demonstrated ability to work independently and as part of a team environment.

## Position Descriptors – Band 5

### Accountabilities

- ▶ Ensure that Mansfield Shire Council's Code of Conduct and all policies and procedures are adhered to including Occupational Health and Safety (OH&S) and Human Resource management procedures and practices.
- ▶ Understand the principles of risk management and their application to all Council activity.
- ▶ Support organisational development and continuous improvement initiatives within the Council.
- ▶ Provide quality customer service and accurate information on Council products and services, communicate with customers in a friendly and courteous manner, effectively manage their enquiries and complaints and deliver timely punctual and reliable service.
- ▶ Provide assistance with Municipal Emergency Services as required.
- ▶ Support principles in place to make informed decisions in relation to services and assets considering built, social, economic and natural impacts of service delivery, asset provisions and asset maintenance.
- ▶ Ensure that full and accurate records of activities and decisions are created and captured and observe records management procedures in accordance with Council policy.
- ▶ Be committed to and implementation of the Council Plan and Annual Business Plan of Council.
- ▶ Work cooperatively and ensure positive communication and relationships with all staff across all departments.
- ▶ Understand the Best Value principles and practices relevant to the Department.
- ▶ Contribute to the improvement of the department by innovation and personal initiatives and contribute to team meetings.
- ▶ All children who engage in Mansfield Shire Council programs have a right to feel and be safe. The welfare of the children will always be Council's first priority with a zero-tolerance approach to child abuse. As a child safe organisation Mansfield Council aims to create an environment where children feel safe, included and heard.

### Organisational Context

The Mansfield Shire Council organisational structure has been developed with the following departments reporting directly to the CEO:

- ▶ Executive Services
- ▶ Community Health and Wellbeing
- ▶ Investment and Planning
- ▶ People, Communications and Governance
- ▶ Business and Finance

This structure has been designed to ensure a clear focus on the delivery of best value services and to utilise the skills and experience of staff in the most effective manner.

### Extent of Authority

- ▶ Activities are governed by established organisational policies and procedures and within agreed service standards and established internal controls.
- ▶ Direction is covered by clear service delivery objectives and targets and/or budgets.
- ▶ Freedom to act subject to professional and regulatory review.

### Judgement and Decision Making

- ▶ Problems are occasionally of a complex or technical nature with solutions not always related to previous situations and some creativity and originality is required.
- ▶ The nature of the work is specialised with methods, procedures and processes generally developed from theory or precedent. The problem solving process comes from the application of these established techniques to new situations and the need to recognise when these established techniques are not appropriate.

### Management Skills

- ▶ Skills in managing time, setting priorities, planning and organising one's own work.
- ▶ Supervision skills to establish and maintain productive relationships with staff, community internal and external stakeholders.
- ▶ Knowledge of, and ability to implement personnel practices including equal opportunity and health and safety, training and development.
- ▶ Ability to apply initiative and innovative thinking to organisational problems.
- ▶ Achieve annual strategic performance objectives set for the position.

### Interpersonal Skills

- ▶ Well-developed oral and written communication skills.
- ▶ Sound report writing skills.
- ▶ Ability to work independently.
- ▶ Ability to discuss and resolve problems
- ▶ Demonstrated commitment to quality customer service.

### Diversity and Inclusion

Mansfield Shire Council is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace.

We value inclusion and diversity within our workforce and our community, supporting the invisible and visible qualities of all who walk through our doors. As an employee of Mansfield Shire Council, you will respect and show kindness to all regardless of ethnicity, sexuality, identity or any other protected attribute.

# How to apply

- 1 Cover letter**

Prepare a cover letter providing a snapshot of why you are interested in the position and the reasons we should hire you. Include any required information that has been outlined in the job advertisement. Your cover letter should be no longer than one page in length.
- 2 Key selection criteria**

Respond to the list of key selection criteria clearly demonstrating how your qualifications and/or experience would help you to meet the requirements of the role. **Please ensure that you address all key selection criteria contained within the position description.** This document should be kept to a maximum of two pages if possible.
- 3 Resumé**

Provide your up to date resumé containing a summary of your skills, employment history, experience, knowledge and abilities. A good resumé will be tailored to the position you are applying for with emphasis on the skills and experience that directly relate to the role.
- 4 Submit your application by the closing date**

Once you have collated the necessary documents, visit the Mansfield Shire Council's 'Information for Applicants' web page at [mshire.co/applicant-information](https://mshire.co/applicant-information), for information on how to submit your application. All information must be received by Council prior to the advertised closing date.

For more information please contact:


Manager Community Health and Wellbeing on (03) 5775 8500

More detailed information on how to apply is available at  
[mshire.co/applicant-information](https://mshire.co/applicant-information)

*including tips for addressing key selection criteria, writing a cover letter and resumé.*

## OFFICE USE ONLY

Authorised by CEO:



Employee's  
Signature

Date:

12/07/2024

Employee's  
Name

Date: / /



Mansfield Shire