

Volunteer Support Officer

Position Title:	Volunteer Support Officer
Reporting to:	Volunteer Coordinator
Location:	Flaxton or Nambour
Status:	Permanent

The Organisation

Blackall Range Care Group Ltd is a not-for-profit organisation that provides high quality aged care and disability services in the Sunshine Coast and Gympie region. Services include:

- Personal care and domestic assistance
- Community Access
- Nursing and Allied Health care
- Day Centre
- Flexible Respite Options
- Home Maintenance and Home Modifications
- Transport
- Aids and Equipment

Functions of the Role

This position coordinates the recruitment, training, support and allocation of tasks and rosters for volunteers supporting the organisation.

Roles and Responsibilities

Organisation

- Works within the role and responsibilities for the position and complies with all organisational policies, regulations and standards, and the Code of Conduct.
- Maintains professional and technical knowledge by participating in all training and development activities required.
- Represents the organisation as the first point of contact via a range of communication methods.
- Contributes effectively to team effort by accomplishing related results as needed.
- Maintains a high level of professionalism at all times.

Duties and Tasks

- Recruits, interviews and inducts volunteers for various roles within the organisation.
- Adds and maintains volunteer information within the organisation's data management system.
- Maintains volunteer competency renewals.
- Maintains and updates volunteer packs.
- Responds to enquiries regarding volunteering with the organisation.
- Organises appropriate volunteer training.
- Organises volunteer functions and opportunities for feedback and recognition.
- Facilitates group social activities as needed e.g. CircleTalk.

Other

- Ensures a strong customer service focus through responsive, effective customer engagement.
- Contributes effectively to organisational events and activities and represents the organisation in a professional manner at internal and external events.
- Performs other related duties as assigned by the Volunteer Coordinator and ensure all deadlines are met.

Key Relationships

- Volunteer Coordinator
- Volunteers
- Staff and Stakeholders

Key Selection Criteria

- Appropriate qualifications and/ or experience in a comparable position.
- Ability to meet the requirements of Criminal History screening procedures.
- Ability to manage competing priorities and work under pressure.
- Strong time management and organisational skills.
- Demonstrated high level of interpersonal skills including sound decision making, conflict resolution and problem solving.
- Demonstrated high level of communication skills both verbal and written and ability to utilise information technology.
- Current Driver's Licence.