

POSITION DESCRIPTION

VOLUNTEER COORDINATOR

POSITION DETAILS

Date of Position Description	February 2026
Position Title	Volunteer Coordinator
Position Grade	8
Directorate Business Unit	Community Services Community & Culture
Reports to	Team Leader
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements
Job Location	9 Wentworth Street, Parramatta (Council retains the right to alter locations should the operational need arise)

POSITION OVERVIEW

This position is responsible for coordinating and implementing the volunteer recruitment, induction and recognition events for Community Care services. The role is a key part of and support in ensuring systems of volunteer management are in line with best practice.

KEY RESPONSIBILITIES

Role Specific

- Coordinate planning and implementation of volunteer recruitment including local marketing, media opportunities, identify marketing opportunities and develop innovative recruitment strategies
- Review systems, streamline processes and training requirements for volunteer management in compliance with National Volunteer Standards, Aged Care Act 2024 and National Disability Insurance Scheme Act 2013
- Regular meetings with Community Care Service Coordinators to ensure they are effectively managing, recognising and retaining volunteers in their key services
- Hold supervision meetings with Volunteers both formally and informally and follow up on any actions raised by Service Coordinators
- Recruit and manage volunteers as needed to address service gaps
- Coordinate the volunteer training program
- Network with volunteer agencies and peak bodies
- Enhance communications through the development of a quarterly volunteer newsletter
- Coordinate volunteer recognition and celebration events
- Develop plans to meet the changing patterns of volunteering, population growth, development and social trends in consultation with internal and external sources
- Conduct the appropriate service evaluations and report against key performance indicators

- Coordination biennial Volunteer Satisfaction Surveys and actions that follow for service improvement.
- Build strong relationships within Council and with external organisations
- Deliver presentations and promote education and awareness of the value and role of volunteers within Council and the community
- Work independently and as a team member in Community Care, as well as network with other sections of council

Baseline

- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the client base in line with the organisation's values.
- Build in performance metrics and mechanisms to identify early visibility of risks to enable mitigation approaches.
- Promote and maintain effective relationships with all external business partners including community organisations, contractors, State and Federal authorities.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.
- Comply with Council policies, as amended from time to time.

KNOWLEDGE

Experience

- Minimum 5 years' experience working in the community services sector and/or in recruitment.

Skills

- Demonstrated skills in recruiting and coordinating volunteers
- Write complex documents
- Oversight and management of data and reporting to management
- Representing the organisation at events and presenting learnings to the team
- Solid working skills in implementing operational plans
- Solid working skills in maintaining effective networks and relationships both internally and externally
- Highly developed skills in promoting the organisation
- Well-developed skills in managing diversity
- Well-developed skills to reflect and improve upon own professional practice
- Solid working skills in supporting continuous improvement systems and processes
- Demonstrated skills in using Microsoft outlook, Word, Excel, PowerPoint, Publisher at a basic-intermediate level
- Operate CRM and Electronic Filing System at a basic level
- Demonstrated skills in delivering training and presentations
- Demonstrated skills in managing projects and strategies