

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	Volunteer Program Coordinator
<b>Award Classification:</b>	HS3
<b>Award / Agreement Name:</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025
<b>Position Reports to:</b>	Director People and Experience or delegate

### EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne's largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



## **1. POSITION PURPOSE**

The Volunteer Coordinator is responsible for the coordination and growth of volunteer support services for Eastern Health this includes the continued development and improvement of an organisational framework that will align the service, develop and implement new and innovative volunteer programs and create and consolidate synergies between volunteer services and the organisation. This role will coordinate, train, support and retain volunteer involvement in volunteer programs across Eastern Health and provide expert advice to the organisation with regard to legislative compliance, policy and procedures in relation to the recruitment, training, retention and programming of volunteer services across Eastern Health and the management and effective utilisation of volunteers.

## **2. MAJOR DUTIES AND/OR RESPONSIBILITIES**

- Lead and develop an integrated framework of volunteer services
- Develop an organisational framework for the provision of volunteer services in concert with key site personnel including provision of relevant resources.
- Review all systems of volunteer engagement (recruitment, training, orientation) to ensure standardisation and compliance.
- Maintain an Eastern Health volunteer database
- Audit and improve existing volunteer programs as required and create new relevant programs.
- Establish policies and procedures for volunteer services across Eastern Health incorporating local site and program requirements.
- Provide support, training and information, as required for Eastern Health staff that support volunteer services to ensure standardisation of approach and performance across Eastern Health.
- Promote the value of volunteer services to Eastern Health staff and the community.
- Promote both internal and external volunteer award opportunities and encourage and support Eastern Health staff to nominate their volunteers for relevant awards.
- Liaise with external networks within the wider volunteer sector including maintaining an awareness of developments within the volunteer sector and changes to legislation that impact volunteer service delivery and operation
- Coordinate volunteer recruitment, orientation, training and support of volunteers throughout the volunteer lifecycle, to ensure adherence to Eastern Health policies, sensitivity to patient and staff rights and volunteer satisfaction.
- Respond to prospective volunteer enquiries and maintain an expression of interest list for recruitment.
- Provide support to department heads requesting the development of new volunteer programs including assistance with preparing Program Proposals and Position Descriptions.
- Perform Fit2Work police checks.
- Develop and maintain an accurate and comprehensive volunteer database and provide statistical information as required.
- Ensure that volunteers are compliant with annual mandatory training requirements.
- Assist the Volunteer Services team in developing streamlined procedures for recruitment, orientation, training and retention of volunteers.
- Maintain awareness of volunteer issues, responding to and supporting volunteers with problems that may arise and where necessary, liaise with the volunteer's relevant supervisor and/or the Manager, Volunteer Services.
- Provide guidance, support and training to staff supervising volunteers in their relevant program areas to ensure standardisation of practice across Eastern Health.
- Assist with the review of relevant policies and procedures.
- Coordinate volunteer recognition events, service awards and resignation certificates.
- Assist with the promotion of the Volunteer Program internally and externally as required.
- Work in partnership with the other Volunteer Program Coordinator.
- Other duties as directed by the Manager, Volunteer Services

### **3. SAFE PRACTICE AND ENVIRONMENT**

#### **Occupational Health and Safety**

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensation (WIRC) Act 2013.

### **4. TRAINING AND DEVELOPMENT**

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

### **5. QUALITY**

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

### **6. CONFIDENTIALITY**

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

### **7. EQUAL EMPLOYMENT OPPORTUNITY**

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

### **8. PERFORMANCE DEVELOPMENT**

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

## 9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

## 10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

## 11. NOTE

*Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.*

*Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.*

*Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.*

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Manager

### INCUMBENT STATEMENT

I \_\_\_\_\_ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## ATTACHMENT 1

### KEY SELECTION CRITERIA

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#### Essential

- Clear understanding of the principles of volunteering and the National Standards of Volunteering
- Excellent interpersonal and communication skills, both verbal and written
- High level organisational and time management skills, being able to prioritise and self- manage workload
- Ability to work with people from diverse backgrounds and establish positive relationships with a range of stakeholders
- Demonstrated use of initiative and problem solving skills
- High levels of accuracy and attention to detail
- Strong administration skills in Microsoft Office
- Ability to adapt to new processes and systems
- Ability to work independently and be flexible in addressing the needs of a small team
- Current driver licence

#### Desirable

- Experience using a database management system

#### Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at [Aboriginal.Workforce@easternhealth.org.au](mailto:Aboriginal.Workforce@easternhealth.org.au)