

Position Description

Position Title:	Volunteer Program Coordinator
Classification	HS3
Agreement Name:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Agreement 2025-2027
Position Reports to:	Director Organisational Development Employee Experience
Last Updated:	September 2026

Position purpose

The Volunteer Coordinator is responsible for the coordination, development and growth of volunteer services across Eastern Health. In alignment with Eastern Health's values and Strategic Plan 2031, the role will lead the development of an organisation-wide volunteer framework, expand volunteer programs and strengthen partnerships across the organisation.

The role will recruit, train, support, engage and retain volunteers, ensuring their effective contribution to enhancing patient, consumer and community experiences. The Volunteer Coordinator will also provide expert advice on volunteer management, legislative compliance, policies and procedures, promoting best-practice volunteer engagement and continuous improvement across the organisation.

Major duties and/or responsibilities

- Drive the delivery of a consistent, organisation-wide volunteer services framework across Eastern Health.
- Develop, implement and support volunteer programs, policies, procedures and resources to ensure standardised, compliant and effective volunteer engagement.
- Coordinate all stages of the volunteer lifecycle, including recruitment, screening, onboarding, orientation, training, support, retention and recognition.
- Maintain and manage volunteer records, databases, compliance requirements, statistics and reporting.
- Promote the value of volunteering internally and externally, recognition initiatives and award nominations.
- Facilitate communications with volunteers and the wider community in the form of Newsletters, Surveys etc
- Build and maintain relationships with internal stakeholders and external volunteer sector networks, ensuring awareness of sector developments and legislative requirements.
- Coordinate volunteer recognition activities, service awards and related events.
- Work collaboratively with the Volunteer Services team and other Volunteer Program Coordinators to improve systems, processes and service delivery.
- Undertake other duties as directed by the Director Organisational Development

Employee Experience

Key Selection Criteria

Essential Selection Criteria:

- 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 Selection Criteria:

- Experience using a date management system

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. Read more about Eastern Health's strategic goals [here](#).

Our Commitment to Diversity, Equity & Inclusion

Eastern Health is committed to creating a diverse and inclusive environment that welcomes and values all people. We recognise that diversity is essential in ensuring Eastern Health provides the best service to its consumers.

Aboriginal and/or Torres Strait Islander peoples, people from the LGBTIQ+ community, people living with disability and those from a culturally and linguistically diverse background, are strongly encouraged to apply.

For more information, please click [here](#).

Aboriginal and Torres Strait Islander Candidates



Eastern Health's First Nations Employment Plan 2026 – 2028 was released in July 2026. With a strong focus on cultural safety and belonging, actions included in the Employment Plan provide practical supports for all Aboriginal and Torres Strait Islander people.

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.

For support, please contact our Aboriginal Employment Coordinator, Aboriginal.Workforce@easternhealth.org.au

Important Information

All new and existing employees are committed to the following in order to uphold Eastern Health's Promise and Values

- Uphold confidentiality as per the Privacy Act 2000 and the Health Records Act 2001
- Comply with Eastern Health code of conduct and Policy and Procedures
- Comply with Eastern Health performance standards and industry professional standards
- Participate in continuous monitoring and improvement
- Comply with legislation and accreditation standards
- Ensure service and care is consistent with the Eastern Health approach to patient and family centred care
- Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity. More information [here](#)

Occupational Health and Safety, Quality and Improvement

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, particularly 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.

Eastern Health employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

For more information about Quality and Safety please click [here](#) or for Staff Wellbeing please click [here](#).

Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity.



Final 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.

Application Support

If you require supports or adjustments with submitting your application or throughout the recruitment process, you are welcome to contact the hiring manager or the Talent Acquisition Team on (03) 9955 7555 option 1 (for current employees please select option 2).

Candidate statement:

I _____ have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: _____

