

TITLE:	Volunteer Diversity and Inclusion Officer
DIRECTORATE:	Community Support
DEPARTMENT:	Community Planning & Development
LOCATION:	This position is based in Camberwell but is expected to work across all locations as required.
CLASSIFICATION:	Band 5
EMPLOYMENT STATUS:	Part time
POSITION CODE:	TBC

PRIMARY OBJECTIVE AND POSITION CONTEXT

The Volunteer Diversity and Inclusion Officer coordinates the capacity building of local volunteer-involving organisations to ensure volunteering is accessible for Aboriginal and Torres Strait Islander people, new migrants and people living with a disability.

This position is responsible for working professionally with employees at all levels across Council and liaising with relevant external stakeholders, including local volunteer-involving organisations.

REPORTING RELATIONSHIPS

Reports to: Volunteer Support and Development Lead

Direct reports: N/A

Internal liaisons: Boroondara Volunteer Resource Centre (BVRC) staff, Council employees

External liaisons: BVRC member organisations, volunteer sector networks and volunteer sector training facilitators

Budgetary responsibilities: Capacity building budget

WORKING WITH CITY OF BOROONDARA

Our Vision is to be a vibrant and inclusive city, meeting the needs and aspirations of its community. We work together to deliver community priorities and place our customers at the centre of everything we do (Purpose).

Our values and behaviours guide the way we work and lead.

How we work

- Think Customer experience
- Act with integrity
- Work together as one
- Explore better ways
- Treat people with respect
- Own it, follow through

How we lead

- Lead by personal example
- Build trust
- Create shared direction
- Inspire possibility
- Empower others

To achieve our strategic goals we need a workforce full of energetic, customer focused and forward thinking people.

KEY RESPONSIBILITIES/OUTCOMES

Key Responsibility	Details	What success looks like
Community capacity building	<p>Work with local volunteer-involving organisations and Council departments to increase opportunities for Aboriginal and Torres Strait Islander people, new migrants and people living with a disability to volunteer, through:</p> <ul style="list-style-type: none"> targeted training provision and development of relevant resources information sharing at network meetings 	<ul style="list-style-type: none"> Increased capacity among organisations to provide volunteering opportunities for Aboriginal and Torres Strait Islander people, new migrants and people living with a disability
Resource development	<ul style="list-style-type: none"> Promotion of volunteer management resources, specific to engaging diverse communities, to local volunteer-involving organisations Coordination of online channels (intranet page and Microsoft Teams group) to share volunteer management resources for Council programs 	<ul style="list-style-type: none"> Volunteer-involving organisations and Council programs have access to a variety of online resources in best practice volunteer engagement for diverse communities
Networks and partnerships	<ul style="list-style-type: none"> Partner with local volunteer-involving organisations to provide one-to-one coaching on how to engage diverse volunteers Participate in volunteer sector network meetings to understand needs of 	<ul style="list-style-type: none"> BVRC has a strong understanding of the needs of diverse communities in volunteering BVRC responds to the new and emerging needs of local volunteer-involving

	<p>community organisations and diverse volunteers</p> <ul style="list-style-type: none"> • In conjunction with the Volunteer Sector Development Lead to consult with advisory committees, Indigenous organisations, faith networks and CALD organisations to understand the diverse needs of their communities and opportunities for volunteering • Work with the Volunteer Sector Development Lead to coordinate targeted capacity building for local volunteer-involving organisations and Council volunteer leaders to engage diverse volunteers • Assist with a forum for community groups, local businesses and organisations to share information about improving volunteering and employment prospects for people with disabilities 	<p>organisations when engaging with diverse communities</p>
Communications and marketing	<ul style="list-style-type: none"> • Review and update volunteer promotion and recruitment material to ensure accessibility for diverse communities • Develop content (social media posts, posters, postcards) to attract volunteers from diverse backgrounds 	<ul style="list-style-type: none"> • Volunteer information published is relevant and meaningful for diverse communities • Increase in number and diversity of clients seeking BVRC services
Strategy development	<ul style="list-style-type: none"> • Provide recommendations for the BVRC to continue 	<ul style="list-style-type: none"> • BVRC understands the local volunteer context for diverse communities

	meeting the needs of diverse communities	<ul style="list-style-type: none"> BVRC has clear actions to support local-volunteer involving organisations and Council programs in supporting diverse volunteers
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SELECTION CRITERIA

1. Demonstrated understanding of the volunteer sector and community development principles and practices
2. Experience in project development and coordination of capacity-building programs
3. Proven ability to influence and gain support and assistance from diverse stakeholders, including community organisations and Council staff in undertaking events and projects
4. Demonstrated experience in developing communication and promotional strategies and preparing marketing collateral for a range of audiences and events.
5. Demonstrated understanding of child safety practices and ability to relate these to the role.
6. Satisfactory police check and Working with Children Clearance (WWCC).
7. Demonstrated ability to use initiative, manage time, set priorities and achieve objectives
8. Degree or diploma in community development, social sciences, human development or similar field, or relevant work experience

HSW AND RISK MANAGEMENT

- Follow established safe working practices, procedures and instructions
- Take reasonable care for their own HSW and that of their colleagues
- Seek assistance when unsure of practices and procedures to perform a task
- Report all hazards, incidents, injuries, near misses and potential risks as soon as practicable to their supervisor
- Actively participate and contribute to preventative HSW strategies, audits, team meetings and training.

EMPLOYMENT REQUIREMENTS

To work with the City of Boroondara you may need to provide a current National Police Records Check and, to support a child safe organisation a current Employee Working with Children Check.

All employees must adhere to Occupational Health and Safety, Equal Opportunity, Child Safety, Council service charter and other relevant legislative requirements, our policies and procedures and our Codes of Conduct.

All staff are responsible for making and keeping complete full and accurate records in the Corporate System Objective that adequately document Council business activities

and support any decisions made. This further extends to making information available to other staff through Objective improving the overall service provided by Council.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Accountable to the Volunteer Support and Development Lead for the performance of all duties
- The incumbent is expected to work autonomously in this role, although the support of colleagues in the framework of a team environment is expected
- Effectively communicate with Council officers, consultants and contractors to plan, coordinate and implement workshops and events
- Ensure records are accurate and up-to-date
- Produce documents, ensuring an accurate and professional standard of presentation
- Provide accurate information in a courteous manner to the community and other Council departments
- Display high levels of judgment in communicating with senior management and external agencies
- Monitor and administer budgets as directed.

JUDGEMENT AND DECISION MAKING

- Exercise judgment, initiative and discretion in the context of identified objectives and outcomes
- Guidance and advice is always available.

SPECIALIST SKILLS AND KNOWLEDGE

- A demonstrated understanding of community development principles and practices
- A demonstrated understanding of volunteer engagement, with awareness of current and emerging trends in volunteering in Australia
- Well-developed conceptual, research and analytical abilities
- Capacity to work with Council staff and volunteer-involving organisations in a productive, co-operative and integrated way
- Understanding and some experience in the development of capacity-building and training activities, including identification of training needs and liaison with training providers
- Well-developed oral and written communication skills with an ability to convey and adapt information to diverse audiences using a range of mediums
- An ability to gain the co-operation and involvement of Council staff when implementing events, projects and plans
- Highly-developed computer skills, including a working knowledge of the internet, email/organisational communication software and Microsoft Office programs

- Good public speaking and presentation skills.

MANAGEMENT SKILLS

- Ability to manage time, set priorities and achieve objectives efficiently
- Ability to manage multiple and competing priorities
- Ability to plan, deliver and evaluate own work
- Ability to exercise initiative and find solutions to problems, which may be complex or technical in nature
- Ability to be flexible and responsive to meet the changing needs of the organisation and the community.

INTERPERSONAL SKILLS

- Ability to work independently and cooperatively as part of a team
- Demonstrated high level written, verbal and presentation communication skills
- Demonstrated skills in building relationships, communicating and engaging with a diverse range of people in order to gain their support and assistance in activities
- Ability to develop effective working relationships with a broad range of people from diverse backgrounds and sectors
- Highly motivated, self-starter with a professional and proactive approach to work.

QUALIFICATIONS AND EXPERIENCE

- Tertiary qualification or continuing study in the fields of community development, social science or human services, or relevant work experience
- Demonstrated experience in the development and implementation of community projects, including capacity building programs, within budget and to deadlines
- Experience in developing communication strategies and material for a range of audiences
- Experience in establishing cooperative working relationships with a diversity of stakeholders, such as customers, Councillors, staff, contractors and the general community
- Experience working with community organisations and volunteers
- Experience in office administration procedures and in using databases, social media and web based programs
- Experience in providing customer service to a high level to a wide-range of stakeholders.
- Satisfactory police check and Working with Children Clearance (WWCC).
- Current Victorian driver's licence.

