

## CITY OF WANNEROO POSITION DESCRIPTION – TEAM MEMBER

<b>POSITION TITLE:</b> Volunteer Development Officer	<b>DIRECTORATE:</b> Community & Place	<b>DATE:</b> October 2022
<b>REPORTS TO:</b> Team Leader Community Development	<b>SERVICE UNIT:</b> Community Development	<b>POSITION NUMBER:</b> TBC
<b>JOB FAMILY:</b>	<b>SUB UNIT:</b> Community Planning & Development	<b>LEVEL:</b> 5
<b>ROLE BALANCE:</b> (People/Scheduling/Technical) 10/10/80	<b>ROLE FOCUS:</b> Service	<b>ANZSCO CODE:</b>

### ORGANISATIONAL CONTEXT

The City of Wanneroo (the City) is an expanding and thriving Local Government on the northern fringe of the Perth Metropolitan area, located approximately 12km from the CBD at its nearest point and 62km at its furthest point. Our community, council and City administration are working actively towards our vision of building a future together by collaborating with all stakeholders.

### DIRECTORATE CONTEXT

The **Community & Place Directorate** has a very strong interface with the community, providing community infrastructure, programs and services as well as advocating for funding and services by other agencies. We provide support for a diverse range of community priorities and encourage the growth of self-sufficient community organisations to assist with addressing these priorities.

### POSITION CONTEXT

Under regular supervision of the Team Leader Community Development, this position is accountable for supporting a coordinated approach to volunteering in accordance with customer needs as outlined in the Service Plan and Performance & Development Review Conversation. This is achieved by applying skills, knowledge, experience and judgement, guided by established policies, procedures, methods and guidelines to undertake activities where the actions and steps are non-discretionary.

The role communicates with a range of customers and stakeholders including government departments and agencies, other local governments, the business community, vendors and suppliers, special interest groups, members of the public and City leaders and employees.

A challenging aspect of the role is putting into practice the accurate interpretation of the WHS Act in relation to Volunteers, with support from the OSH team. Working across the organisation supporting volunteers, volunteer mentors and providing advice to Leaders.

The City values an agile workforce where people are engaged to deliver better customer outcomes and have the capacity to adapt to changes in the internal and external environment. As such all roles may be required to work in any Service Unit across the City, subject to consultation, and perform activities outside of those described in this position description, aligned to the skills, qualifications and training. A positive, proactive approach to change is required.

## FUNCTIONAL ACCOUNTABILITY

Develop and maintain processes and systems that support volunteering in the community in line with the WHS Act 2020 and the Volunteering Policy and Management Procedure.

Deliver a coordinated approach to volunteering, such as the development and maintenance of resources (including volunteering software), information and processes that support best practice in safety, volunteer recruitment and retention, volunteering programs, volunteer training, and program evaluation and promotion.

Working across the organisation, capacity build and support volunteers, volunteer mentors and provide advice to Leaders.

Provide community development support functions as necessary.

Encompasses an individual person delivering outputs to meet their own individual performance outcomes aligned to business objectives and set out in their annual performance review.

## KEY ACCOUNTABILITIES

### KEY RESULTS AREAS    OUTCOMES

Collaboration &  
Teamwork

- Contributes to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines.
- Thinks critically and actively collaborates with colleagues, volunteers and Leaders.
- Contributes to the development of business improvement initiatives.

Customers &  
Stakeholders

- Acts as a point of contact for customers and stakeholders and responds to enquiries ensuring that these are addressed, resolved and/or re-directed for resolution.
- Liaises with customers and stakeholders to deliver service excellence, ensuring that information is accurate, consistent, clearly communicated and issues are resolved in a timely manner.

Efficient & Effective  
Delivery

- Coordinate activities relating to the City's volunteer program, being the first point of contact for volunteer enquiries and ensuring compliance and legislative requirements in relation to volunteers are met.
- Processes and practices are continually reviewed, ensuring delivery of quality outcomes and results for customers.
- Proposes innovation and business improvement initiatives within area of accountability activity.

Systems & Processes

- Maintains relevant registers, databases and systems, ensuring that information is accurate, stored correctly and accessible as required and meets legislative requirements.
- Follows the City's administrative systems and processes, ensuring that information is accurate, stored correctly and accessible as required.
- Ensure the City's volunteer policies and procedures are developed, implemented and maintained across the organisation.

Resources,  
Governance,  
Compliance & Risk

- Ensures knowledge of and complies with safety, legislative, regulatory, financial and administrative frameworks.
- Represents the City in an honest, ethical and professional way, ensuring adherence to the City's Code of Conduct.
- Demonstrates high and proactive concern for health, safety, environment, community and the City's reputation.

## CAPABILITIES REQUIRED

### Qualifications, Requirements and Experience:

- Qualification in relevant discipline such as coordination of volunteer programs or equivalent is desirable.
- Relevant experience in a similar role is desirable.
- Intermediate experience in the efficient utilisation of information systems and technology.
- C class Drivers Licence.

### Skills and Knowledge:

- Intermediate computing, numeracy and literacy skills.
- Intermediate keyboard / data entry skills.
- Intermediate organisational skills with the ability to prioritise competing tasks.
- Intermediate customer service skills.
- Intermediate communication and problem-solving skills.
- Knowledge of the practical application of occupational health and safety measures in the workplace, including operations where interaction with members of the public may be reasonably expected to occur.

### Key Stakeholder Relationships:

- Support the Manager Community Development, Coordinator Community Planning & Development and Team Leader Community Development to assist them to carry out their roles.
- Communicate, engage and provide support / advice to relevant internal and external stakeholders and customers.

### Role Authorities:

- Local Government Act Regulations and Act delegations, specific to the role.
- Required to exercise responsibility and use of initiative and judgment in problem solving and support at a Team Member level.

## VERIFICATION

The content of this Position Description is an accurate statement. Position Descriptions will generally be reviewed and updated where necessary and / or within a period of 12 months.

### Leader Name

Signature Nyssa Searles  


Date 25/10/22

Next Up Leader Name Debbie Terelindt

Signature 

Date 27/10/22