



## Position Description

<b>Title:</b>	<b>Volunteer Program Officer</b>
<b>Branch/Department:</b>	Business Services – People and Culture
<b>Status:</b>	Full Time
<b>Location:</b>	Belgrave based
<b>Reports to:</b>	Volunteer Program Lead
<b>Direct Reports:</b>	Nil
<b>Hours/Days of Work:</b>	10 out of 14 days 8.00am to 4.00pm negotiable
<b>Requirements:</b>	Current Victorian Working with Children Check (WWCC) Resolved National Criminal History Check and participation in periodic checks Completed a National Transport Commission Category 3 Health Assessment Medical

### Job Purpose

This position works with the Volunteer Program Lead and the People and Culture team in the formulation and implementation of the volunteer lifecycle including recruitment, recognition, and retention strategies aligned to Puffing Billy Railway (PBR) business needs. This role will provide support to develop and implement volunteer related policies, procedures, administration tasks and systems as required to support our volunteering programs and our leaders of volunteers.

### Key Duties & Responsibilities

#### Recruitment

Assist in the development, implementation, and maintenance of processes for the identification, recruitment, assessment, placement, induction, and support of PBR volunteers ensuring a regular intake of new volunteers including but not limited to:

- Keeping records and actively responding to volunteer queries both internal and external and follow-up in accordance with appropriate processes
- Actively research exhibitions, information sessions and events that would benefit opportunities to source new volunteers and determine PBR's involvement
- Deliver presentations and talks as relevant to promote and inform about volunteering
- Establish and maintain sound relationships with volunteer referral organisations and community organisations that assist in promoting volunteer opportunities
- Actively research the effects and response regarding recruitment of volunteers from word of mouth, open days, online volunteer matching services, and information sessions for discussion purposes and further direction

#### Volunteer Inductions, onboarding, and development

- Present at Volunteer Information Evenings and run the Volunteer Pathways Programs, constantly seeking feedback and implementing improvements



- Manage and keep accurate files and database records, including screening and compliance documentation on all volunteers both electronically where required in hard copy
- Ensure volunteer inductions cover all necessary topics including but not limited to safety issues, equal opportunity, confidentiality and rights and responsibilities of volunteers, PBR policies and conduct codes
- Match the skills, experiences, and expectations of volunteers to available positions arranging placements and appropriate induction support
- Work with the Branches to ensure they have representation during induction and onboarding events.
- Oversee and participate in volunteer review schedules for new volunteers
- Assist with the personal development of volunteers

### **Recognition Responsibilities**

Actively create an environment where the culture, programs and processes are designed to attract volunteers who can be matched to organisational needs and retain them for the long-term including but not limited to:

- Develop, implement, and maintain recognition programs that encourage, acknowledge, celebrate, and nurture the commitment of PBR volunteers
- Research, assess and evaluate recognition programs regularly adapting and modifying programs to improve effectiveness
- Provide an active presence in the daily work of volunteers, supporting the Branches and Volunteer Leaders and providing a source for feedback and identifying ways to enhance the volunteer experience
- Actively promote the efforts and work of volunteers, recording activities for promotional opportunities and social media presence through photos and/or videos
- Execute events to the highest standard possible utilizing appropriate project management tools
- Source equipment/infrastructure/refreshments as required for recognition purposes
- Identify and report on external recognition opportunities. (e.g., National Volunteer Week & Years of Service Event in February)
- Supervision of volunteer initiative programs; Corporate Volunteer Program

### **General Responsibilities**

- Oversee and ensure that only registered volunteers are rostered and participating in activities at PBR
- Keep and maintain statistics on recruitment and retention programs to assess their effectiveness
- Support the People and Culture team by providing back-up and undertaking administration tasks and as when directed
- Ensure PBR complies as far as practicable with the National Standards for Volunteer Involvement
- Advocate for the needs of volunteers within the organisation representing PBR volunteers at internal and external forums
- Uphold privacy and confidentiality requirements in accordance with legislation, policies, and procedures
- Maintain a Child Safe environment including reporting responsibilities and procedures
- Support the work of colleagues in the People and Culture team when and where needed
- Actively participate in continuous improvement, learning and development programs and performance management programs
- Maintain behaviours in line with company values and adhere to all company values, principles, policies and procedures
- Other duties as directed



**Key Competencies**

- Excellent verbal and written communication skills
- Enthusiastic, energetic and passionate advocate for volunteering
- Sound administration and digital skills, including using data bases and Office suite (Better Impact experience desirable)
- Ability to work cooperatively and respectfully with others from diverse backgrounds and cultures
- Flexible and adaptable with ability to problem solve and multi-task
- Ability to work un-supervised and under pressure
- Ability to work as a team & to lead by example
- Strong organisational skills, with ability to prioritise and follow-through
- Focus on service excellence, exceeding internal and external customer expectations
- Adequate numeracy and literacy skills to manage basic accounting administration tasks

**Qualifications & Experience Required**

- Current Drivers Licence
- Qualifications in volunteer management, community services or social services looked upon favourably
- Experience working in tourism, not for profit and volunteering sectors looked upon favourably
- Certificate IV in Training and Assessment desirable
- An understanding of Puffing Billy’s history and current business desirable
- Experience using Better Impact or other volunteer management database desirable

**Key Relationships**

- PBR staff, volunteers and visitors
- External stakeholders including elected officers and senior management in public and private organisations
- Corporate and School Volunteering groups

**Health & Safety Responsibilities**

- Participate in the development of a safe and healthy workplace.
- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.
- Co-operate with management in its fulfilment of its legislative obligations.
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation.
- To report any injury, hazard or illness immediately, where practical to their supervisor.
- Not place others at risk by any act or omission, not wilfully or recklessly interfere with safety equipment.

The following health and safety factors are relevant to this position

Frequent (occurs 1/3-2/3 of time)	Constant (occurs 2/3+ of time)
<ul style="list-style-type: none"> <li>• Manual handling task (0 – 9kg)</li> <li>• Gripping, holding, clasping with fingers/hands</li> </ul>	<ul style="list-style-type: none"> <li>• Hand/arm movement i.e. stacking, reaching, typing and sorting</li> <li>• Walking on uneven surfaces</li> <li>• Sitting at workstation</li> <li>• Responsibility for the safety of others</li> </ul>

**Additional Notes**

- Weekends and public holiday work will be required on rostered basis
- As Puffing Billy Railway’s peak time is during the Victorian school holiday period, taking leave during school holidays is limited
- Puffing Billy Railway is a child-safe organisation. All employees and volunteers are required to undergo a National Police Check, a Working with Children Check and sign our Child Safety and Wellbeing Policy and Child Safety and Wellbeing Code of Conduct.
- PBR is a zero drug and alcohol workplace – workplace participants may be subject to unannounced drug and alcohol testing

**Acknowledgment**

I have read and understood the above position description and I agree to undertake the duties outlined. I declare that I have no health, medical or other restrictions that would affect my ability or capacity to undertake these duties in a safe manner.

Employee  
Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Approved By:	Stefanie Straub	Date:	July 2022
Last Updated By:	Elizabeth Oxworth	Date:	July 2022



Puffing Billy Railway’s staff and volunteers are committed to providing positive experiences for children in an environment that is caring, nurturing and safe.

**Our Children, Our Focus, Our Future, Speak Up!**