

WHITEHORSE CITY COUNCIL

Position description

Job title: Volunteer Program Officer	
Classification: Band 5 (not annualised)	Effective Date: July 2025
Reports to: Coordinator, P&C Support Centre	Tenure: Permanent Part Time

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATE - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.



WHITEHORSE CITY COUNCIL

Position description

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

This position is a customer service oriented frontline provider of quality volunteer management and supporting the delivery of People and Culture services within the People and Culture Support Centre. It informs, coordinates and administers effective and quality services across the employee and volunteer life cycle. The position ensures alignment with the National Standards for Volunteer Involvement and legislative requirements.

The position supports leaders, employees and volunteers providing timely, accurate and informed advice. The position assists people managers and volunteers in awareness and understanding of obligations and responsibilities regarding volunteer management.

The role provides data, prepares reports, provides advice on volunteer management and actively contributes to enhancing and administering employee and volunteer policy, procedure, processes and systems across the People and Culture support Centre.

Key Responsibilities

Position Specific Responsibilities

Volunteer Management

- Coordinate end-to-end volunteer management process, ensuring alignment with the National Standards for Volunteer Involvement and addressing Child Safety, OHS and legislative requirements.
- Support Volunteer Programme Leads in the delivery/enactment of volunteer processes such as pre-volunteer processes (including qualification checks, police checks and working with children checks).
- Facilitate the delivery of Council's volunteer induction and training programme, with support from the Coordinator, P&C Support Centre and the Volunteer Program Leads.
- Maintain volunteer information, tools and resources, such as volunteer intranet pages, procedural documents and volunteer handbook, to ensure that both volunteers and volunteer manager are aware of their roles and responsibilities.

Support to Managers, Employees and Volunteers

- Provide support, advice and guidance to volunteer managers across a range of services within Council, to build organisational capacity and capability in the effective and efficient management of volunteers, ensuring the management of volunteers is in line with Council's strategic objectives and legislative requirements.
- Provide initial policy advice and process assistance on employee and volunteer lifecycle related matters including setting up a volunteer programme, recruitment, onboarding, offboarding and cross-boarding.
- Maintain a volunteer intranet hub of resources that are fit for purpose, accurate and aligned to processes and systems to enable self-service for leaders and employees; and extranet resources for volunteers.
- Support the Volunteer Program Leads in sustaining positive volunteer wellbeing and analyse feedback for continuous improvement.
- Participate in external and local government volunteer management networking forums and relevant professional development.
- Co-chair periodic volunteer program management meetings.

Processes and systems

- Manage the volunteer management system to ensure quality, security and accuracy of records and processes.
- Actively facilitate employee and volunteer processes and systems to support take up of leaders, employees and volunteers to embed in day-to-day practice.
- Contribute to the development and review of People and Culture policies and procedures.
- Administer and update HR Information Systems to established workflows in a timely manner to ensure quality service delivery and accurate data and records.
- As a Super User of HR Information Systems, advise and guide leader, employee and volunteer users in their application of the systems.
- Inform and implement continuous improvement, changes or modifications in HR, and volunteer process and systems to ensure they are fit for purpose and drive efficiencies.
- Audit and periodic reviews of volunteer management practice and processes across programmes for compliance and consistency.

Data management and reporting

- Ensure compliance with all relevant legislation, service standards and contractual obligations.
- Maintain and report on quality volunteer records.

- Produce reports, statistics and data on volunteer management for insights and tracking to internal key performance indicators.
- Support the broader People and Culture team as required in program and service delivery, including project initiatives to achieve the People and Culture Service Plan.

Employment Lifecycle/ P&C Service Delivery

- Under the guidance of the Coordinate, People and Culture Support Centre, draft and issue employment contracts, contract variations, change letters and volunteer engagements.
- Monitor casual employment engagement and action the Casual Conversation process as relevant.
- Actively enable Council's talent acquisition policy and practice including guiding managers and candidates through the Council recruitment process to secure the right people for the right jobs.
- With guidance from Talent Acquisition, coordinate Council's casual Pool, including periodic communications.
- Coordinate and administer cyclical activities across learning, performance, OHS, D&I and reward and recognition for employee and volunteers, including procurement (e.g. applicable to learning includes responding to inquiries, support with training logistics).
- Coordinate the exit processes for employees (including exit surveys via external provider) and volunteers.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety.
- Other duties as directed within the skills and capabilities of a position at this level.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility: Nil

Key relationships:

- The position will liaise with leaders, employees, volunteers and service providers at all levels of the organisation.
- The position is required to maintain professional relationships with various external contacts, including other councils, external partners and providers.

The incumbent may also on occasion be required to represent Council in the public arena with appropriate support from Council officer(s) as required.

Judgement and Decision Making

- The freedom to act is governed by clear objectives, guidelines and/ or budgets.
- Exercise judgment and solve problems, using procedures and/or applying knowledge required through relevant experience or drawing on technical knowledge. On occasion, problems may be complex and relate to situations not previously encountered.
- Guidance and advice are usually available within the time required to make a choice.
- Decisions and actions are always subject to review by more senior staff.

Specialist Knowledge and Skills

Technology

- Advanced skills in Microsoft Office applications and excellent keyboard skills.
- Experience with database and reporting systems.
- Working knowledge of volunteer information systems desirable.

Other Technical Skills

- Thorough understanding and demonstrated practical application of the National Standards for Volunteer involvement.
- Ability to understand relevant organisational policies and procedures.
- Ability to prepare reports, documents and external correspondence.
- Demonstrated experience in the design, delivery and evaluation of training and the development of relevant tools and resources is desirable.

Certificates/Licences and Experience:

- Satisfactory National Criminal History Check.

- Working with Children Check.
- A valid Victorian driver's licence.

Qualifications and Experience

- Tertiary qualification in a related discipline or an equivalent combination of training and workplace experience.
- Proven skills in volunteer management service delivery, including onboarding, offboarding and cross-boarding, learning, performance and OHS.
- Demonstrated experience interpreting People and Culture policies and procedures, conditions of employment and legislative requirements.
- Demonstrated understanding of organisational health and safety, child safety, volunteer initiatives, programmes and best practices.
- Ability to maintain confidentiality and work with sensitive information.
- Effective planning and demonstrated attention to detail.

Interpersonal Skills

- Excellent communication and interpersonal skills to gain the co-operation of stakeholders (both internal and external) utilised in the administration of well-defined activities.
- Problem-solving skills with the ability to effectively manage complex and sensitive situations applying sound judgement and discretion, with assistance from more senior staff.
- Engagement, and influencing skills.
- High self-awareness and capacity to build trust and gain the confidence of others.
- A personal style that models integrity, equity, fairness and transparency.
- Proven ability to manage a dynamic workload and prioritise to ensure specific and set objectives are achieved.
- Sound presentation skills to enable the clear communication of information.

Management Skills

Leadership/management

- An understanding of the long-term goals of the P&C Department and a knowledge and appreciation of the goals of the wider organisation.
- Contributes to the overall performance of the P&C team, ensuring that objectives and goals are met.

Other attributes (desirable)

- Knowledge of local government operations and applicable legal and regulatory requirements (for example the Local Government Act 2020) and best practice from bodies such as Volunteering Victoria an advantage.

Notes and Comments

- The incumbent may be required to work from different locations within the municipality.
- The incumbent may be required to attend out of hours work meetings.
- The incumbent may be required to support HR service delivery.

Key Selection Criteria

- Tertiary qualification in a related discipline or an equivalent combination of training and workplace experience.
- Demonstrated experience in volunteer management practices and service delivery (e.g. coordinating and administering onboard, offboard and cross boarding processes, learning, performance and OHS), policies, process and systems being able to support managers, volunteers and staff to promote consistency, compliance and continuous improvement.
- Excellent communication, interpersonal and influencing skills with demonstrated customer service focus experience working collaboratively with a range of stakeholders. This includes verbal skills with the ability to present to a diverse audience.
- Highly developed organisational skills including the prioritising of workloads, managing multiple and demanding deadlines and undertaking administrative tasks.
- Demonstrated skills in developing innovative solutions to complex, new and existing problems.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		Sometimes	
Hand/Arm Movement Tasks involve use of hand/arms	Keyboard, writing, carrying office supplies	Often	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Rarely	
Standing Tasks involve standing in an upright position	May work at sit/stand desk, make presentations	Sometimes/often	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Rarely	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects		Sometimes/often	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Office equipment. Not heavy	Sometimes	
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		Never/rarely	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Keyboard Duties Tasks involve sitting at workstation and using computer.	A large portion of the work will involve using a computer at a workstation.	Often	
Satisfactory Vision Standard of vision required equal to that required for driver's licence		Often	

Any other relevant comments: