

Expression of Interest Volunteer Coordinator

This is a unique opportunity to join Victoria's leading specialist agency providing counselling and support services to people and their families affected by road trauma following a traffic accident. Each year nearly 300 people die and over 5000 people are seriously injured on Victoria's roads.

This pivotal role, reporting to the Manager Education Services, provides the opportunity for you to make your mark in supporting and growing RTSSV's Volunteers services across a range of areas including; Education, Counselling, Administration, Fundraising and Community Awareness.

As part of a small but growing organisation you will have the opportunity to have input into and shape the organisations future.

Located in Blackburn, close to public transport, this amazing organisation provides two distinct services, 1) a free and personalised statewide counselling and support service, 2) targeted education programs aimed at changing drivers behaviours and attitudes - delivered in part by volunteers.

Please send your Expression of Interest, plus a copy of your current CV to chris.harrison@rtssv.org.au by COB, 13 February 2012. A copy of the position description is attached.

Volunteer Coordinator - Position Description

Position Title: Volunteer Coordinator	Unit: Organisation wide	Date: January 2012	Reports to: Education Services Manager
Responsible for: 80 plus Volunteers	Position Status: 0.4 EFT	Salary Level: To be negotiated	Location: Blackburn

Our Vision

To reduce the impact of road trauma

Our Organisation

Road Trauma Support Services Victoria (RTSSV) is a leading community based organisation providing specialist support for those affected by road trauma following a transport crash.

We provide free face to face and telephone counselling as well as a range of support services including information sessions and peer to peer support to people affected by grief and trauma following a transport crash, be they drivers, survivors, witnesses, first on scene or family members.

Our service is the only one of its kind in Victoria. Services are provided from our Blackburn office and pilot satellite offices in Dandenong, Niddrie, Bendigo and Geelong.

We also seek to change driver attitudes and behaviour through targeted education programs delivered, in part, by volunteers who share their personal stories of road trauma to drivers ordered to attend via the Magistrate's court.

RTSSV is an incorporated, non-profit organisation with DGR and ITEC status.

Our Values

Caring	We are committed to serving our clients with empathy and compassion
Integrity	We display integrity, respect and dignity in all our dealings with clients, stakeholders and members of our workforce
Quality	Our focus is on the people we serve, and we strive for excellence in service delivery, evaluation and continuous improvement
Accountability	We are accountable for our actions in working to deliver our services and our mission

Key Working Relationships

Internally

CEO, Leadership, Counselling and Education Services teams, Development and Philanthropy

Externally

Volunteers – education, peer support, community, fundraising

Clients and their representatives

Volunteer agencies

Additional information about RTSSV and our role in the community can be obtained by visiting our website at www.rtssv.org.au

Position Purpose

The focus of the position is to develop, grow and nurture RTSSV's volunteers and its network across the state, supporting and engaging volunteers in the range of opportunities including; education (personal impact speakers), support (peer supporters), media (personal impact speakers), corporate (administration), community engagement (fundraising / public speaking, volunteer support).

In doing this specific focus will be placed on; coordinating, implementing and reviewing all aspects of a volunteer program including; recruitment, training, communication, support, recognition and retention.

Key Responsibilities and Tasks

1. Service Innovation and Delivery

- Develop and maintain a volunteer focused support structure that recognises and rewards the efforts and input of volunteers
- Develop position descriptions for all volunteer roles
- Understand the motivations and networks of volunteers in order to optimise opportunities for volunteer engagement with the work of RTSSV.
- Link RTSSV into appropriate volunteer networks / contacts.
- Provide volunteer support for organisational requirements and new initiatives such as peer support, public speaking engagements, media and stakeholder enquiries and expo's etc.
- Ensure the integrity of all relevant databases and records required to perform the role.
- Coordinate the recruitment and selection of volunteers for RTSSV program areas across the state.
- Develop and implement, in conjunction with other staff, core training modules for new and existing volunteers covering; a) organisation, b) particular streams of knowledge – peer support, education programs, fundraising etc
- Oversee volunteer communication initiatives including; social functions, and general updates.
- Coordinate and participate in individual volunteer development reviews.
- Recruit, train and support volunteer coordinators to support programs focused around peer support, public speaking, fundraising, etc.
- Develop, implement, monitor and review a reward / recognition program

2. Team Leadership

- Provide leadership, motivation and support to volunteers.

3. Reporting

- Provide monthly reports in regards to volunteer recruitment, retention, training and activities.

4. Stakeholder Liaison

- Represent RTSSV at events and speak at selected engagements when required
- Actively promote RTSSV programs within existing networks, seek and nurture new partnerships with relevant volunteer organisations / peak bodies.

5. RTSS Leadership

- Coordinate the development and content enhancement of RTSS's volunteer programs.

Accountabilities and Relationships

This position reports to the Manager Education Services but has a direct line relationship to the Team Leader, Counselling and Support Services in regards to volunteer needs for counselling and debriefing support.

Key Selection Criteria

Please address these in your application:

1. A proven track record in recruiting, training, nurturing, supporting and recognising volunteers
2. Experience in volunteer program development and management
3. Experience in working with people in developing the power of personal stories and how this benefits education and support of peers
4. Experience in working with and supporting people who have experienced grief and trauma
5. Experience in working with people
6. Understanding of the values and mission of RTSSV

Qualifications and Experience

Tertiary qualifications in the area of social work or volunteering studies and /or a minimum of 3 years experience leading, supervising and supporting volunteers is required.

Position Requirements

1. Appointment to this position is subject to a police check
2. Resilience to work with, understand & support people who have been exposed to grief and trauma
3. A working knowledge of computers and MS Office programs
4. Current driver's license
5. Some out of hours and weekend work may be required
6. Experience in the NFP field would be highly regarded

Personal Values

All employees are required to commit to and respect the values of Road Trauma Support Services; Caring, Integrity, Quality and Accountability, uphold confidentiality, be trustworthy and adhere to RTSSV's Code of Ethics and Conduct Policy and Procedures.

Performance Review

There is a six (6) month probationary period for all positions within RTSSV. A performance review is conducted annually with all staff.

Professional Development

Employees are provided with the opportunity to attend, agreed training courses as identified through self evaluation, discussion with supervisors and performance reviews.

Adherence to Policies and Procedures

It is an expectation that all employees familiarize themselves with and abide by all organisational policies and procedures, which may change from time to time.

Occupational Health and Safety

All employees of RTSSV are required to take reasonable care of their own health and safety and the health and safety of anyone else who may be affected by your acts or omissions at the workplace. All employees must co-operate with management and OHS policies and procedures.