

Position Description

Southern Downs Regional Coordinator

Unit	Social Engagement & Initiatives
Job Overview	Southern Downs Regional Coordinator
Staff Reporting	Southern Downs Volunteer Team
Responsible To	Manager, Social Engagement & Initiatives
Employment Terms	The Southern Downs Regional Coordinator will be based in Stanthorpe, QLD. The position is to be occupied at 50% of FTE (2.5 days per week) under the Full Time Modern Award System. This is a fixed-term position ending on the 30 th of June, 2011.

Key Responsibility Areas

The key responsibility areas (KRA's) are the major outputs for which the position is responsible for and is aligned with Volunteering Qld's strategic Objectives. It is not a comprehensive statement of the position activities. The KRA's are each broadly defined explaining the essential functions of the position.

Please note that while the successful applicant's primary area of responsibility will be the Southern Downs of Queensland, it is expected that the employee would provide assistance to other areas within Queensland as deemed necessary by the head office, and subject to the demands of the business.

Strategic Objectives	Key Responsibility Area (What)	Performance Indicators (How)
Regional Hub Establishment and Operation	Volunteer Recruitment & Coordination	Recruit and provide leadership to an agreed volunteer team in order to manage daily operational tasks. This would include the coordination of all aspects of daily team functions, including scheduling, task delegation, follow up and daily team briefings where necessary.
	Client Services	Provide timely, appropriate assistance and information relating to and the use of Volunteer Linking Services based on the Volbase software.
	Linking Services Help Desk	Liaise with the Client Services Coordinator to facilitate in providing a range of help desk and follow up functions face to face or via telephone/ email within the Southern Downs Region.
	Service Improvement	In collaboration with key personnel, provide input and guidance to enhance service delivery. This includes identifying potential client and service expansion opportunities in the Southern Downs region.

	Project Coordination	In collaboration with key personnel, provide assistance in the coordination of targeted activities for the Southern Downs region.
	Service Promotion	In collaboration with key personnel, assist in the promotion of services, events and/or products to be provided to the Southern Downs Region.
	Reports, Statistical Data	Provide reports in accordance to the protocols and set reporting regime. Record all appropriate interactions on VolBase and maintain accurate record keeping processes. Identify areas of system strengths and improvement to support performance.

Additional Details

It is anticipated that this role will grow to include a range of additional duties subject to the strengths of the individual within the role. It is expected that all staff will utilise individual strengths to contribute to the strategic and business operations. This includes demonstrating good stewardship at all times

Position Attributes

Experience/knowledge/attributes required by the incumbent to successfully perform the position's key responsibilities.

Selection Criteria (Essential)

- Demonstrated high-level interpersonal, written and oral communication skills that facilitate professional, tactful and effective communication with a diverse group of internal and external stakeholders.
- Demonstrated education or relevant experience in client relations/customer service/business development environment within a leadership or similar role.
- Demonstrated proficiency in Microsoft Office Suite, data base systems and web-based IT resources and tools.
- Demonstrated analytical and resourceful problem-solving skills, and some project management experience.
- A strong interest and understanding of the nonprofit/community sector or willingness to learn.

Personal Attributes (Desirable)

- Demonstrated maturity, professionalism, flexible attitude and maintain confidentiality.
- Demonstrated time management skills and commitment to accurate systems/record keeping.
- Ability to multi-task and coordinate a range of activities and meet deadlines.
- Enjoy working with people from diverse backgrounds.

Key Conditions

- Driver's licence: Some driving may be required. Organisational vehicle available.
- Employment conditions: Entitlement, hours etc. as per Modern Award and VQ Policy.
- All positions at Volunteering Queensland are subject to available funding from government grants. Ongoing employment and the hours of paid work available are conditional upon continued program funding.

Performance Review

The outcomes of the **Key Result Areas** in this Job Description form the basis of an annual performance review (in accordance with the Modern Award System). Refer to VQ's Managing Performance documentation.

To express an interest in the above position, please submit:

- A note of interest;
- A recent copy of your curriculum vitae;
- A detailed response to the aforementioned selection criteria;
- At least 1 recent reference.

Applications can be sent to the Department Manager either by post (see the above address) or via email at: christopher.duncan@volunteeringqld.org.au: