

JOB DESCRIPTION

Job Title : Volunteer Support Officer	Reports to : Chief Clinical Services Officer
Approved by: Griefline Board	Date approved: October 2020

Job Overview

The position of the Volunteer Support Officer is primarily responsible for the day to day management of GriefLine’s volunteers. These include counsellors on the Helpline, Policeline, Forums and Administration volunteers.

The Volunteer Support Officer assists volunteers to achieve GriefLine’s mission, aims, objectives and programs through supporting volunteers and working to develop and attractive volunteer experience for all volunteers.

The Volunteer Support Office will focus on ensuring a welcoming, efficient and effective on-boarding process for new volunteers.

Key Accountabilities	Expected Outputs and Measurement
New Volunteers	
Potential new volunteers	<ul style="list-style-type: none"> Respond to all new volunteer enquires Maintain the New Enquiry database. Assist with the training of new volunteers. Send Training invoices to all new volunteers
Onboarding new volunteers	Manage the administrative processes for volunteer on-boarding. This includes ensuring all volunteers have completed <ul style="list-style-type: none"> satisfactory police checks resume references have signed all required documentation.
Existing Volunteers	
Volunteer requirements	Manage the administrative processes for existing volunteer on-boarding. This includes ensuring all volunteers have completed <ul style="list-style-type: none"> satisfactory police checks have signed all required documentation.
Volunteer administration	Responsible for maintaining the following volunteer records: <ul style="list-style-type: none"> Volunteer database Volunteer personnel files (ensure that all confidential information is securely stored).
Volunteer Workflow Coordination	<ul style="list-style-type: none"> Responsible for the coordination of all Volunteer workflow allocation for Policeline and Helpline Review all volunteer activity to ensure the achievement of contractual obligations of referral allocation and

Key Accountabilities	Expected Outputs and Measurement
	management, quality control, SMS and client follow up sessions, and client satisfaction <ul style="list-style-type: none"> Undertake all necessary data analysis to support the achievement of contractual obligations
Communication	Contribute to the weekly newsletter
Exiting volunteers	Ensure that exiting volunteers complete the online Exit Interview survey. Share the exit interview information with ???
Supervision and Debriefing	
Debriefing	Ensure that all volunteers are accessing the debriefing resources as required.
Supervision	Ensure that all volunteers are accessing the supervision resources as required.
Roster	
Volunteer roster	<ul style="list-style-type: none"> Responsible to ensure that the volunteer roster is available from the App. Ensure that there is coverage on each shift of the roster. Coordination of the scheduling for all group supervision and online forum sessions
Reporting	
Report Generation and Data Analysis	<ul style="list-style-type: none"> Responsible for the timely data gathering and report preparation details for all required reporting for PHN, contractual obligations, Board, and leadership team requirements
Other Responsibilities	
Provide support to the Leadership Team as required.	
Prepare all necessary reports and analysis as required by the Board to support their business analysis.	
Work actively with all team members to ensure the smooth operation of the work environment and the achievement of all Griepline's goals.	
Operate all work activities in compliance with Griepline policies and procedures, including working in a safe manner as per the WHS requirements of the organisation.	
Perform other functions related to the office of the COO or as requested by the Board.	Always perform expectations to the highest standards of business integrity and personal ethics.

Skills, Experience & Qualifications		
Skills	Experience	Qualifications
<ul style="list-style-type: none"> • Strong interpersonal skills and an ability to connect and maintain relationships with a diverse range of people • Excellent written and verbal communication • Strong attention to detail and ability to meet deadlines • Business improvement work style • Ability to manage time efficiently and effectively • Analytical skills • Ability to work proactively as part of a team • Exceptional attention to detail • Exceptional PC skills • Strong organization skills with a problem-solving attitude • Positive and friendly disposition who is trustworthy and reliable. • Creativity and innovative work style 	<ul style="list-style-type: none"> • Experience with customer service is desirable • Experience in a volunteer support role or working in a volunteer role is desirable • Experience in using a database, excel, computer-based record-keeping is desirable • Experience in administration and scheduling client workflows desirable 	<ul style="list-style-type: none"> • Police Check