



McAuley Community Services for Women

A ministry of the Sisters of Mercy

Position:	Volunteer Coordinator
EFT:	Full Time, 38 hours per week
Reports to:	Community Services Manager
Role Purpose:	<p>Working in a team environment, the Volunteer Co-ordinator is responsible for managing the volunteer program at McAuley Community Services for Women including the recruitment, selection, training and induction of appropriately skilled volunteers to meet service support gaps in line with operational standards.</p> <ol style="list-style-type: none">1. Works closely with the program co-ordinators to ensure that the combined resources of the volunteer team are appropriately and safely deployed to meet the greatest need within McAuley's programs at all times.2. Co-ordinates scheduling and daily work loads of volunteers.3. Provides leadership and guidance to volunteers to ensure effective team integration and program service delivery with the case management and support staff.
Internal Relationships:	<p>Lead by example and, work collaboratively to build effective working relationships across programs and work teams. Liaise closely with the Community Services Manager, Program Coordinators and Team Leaders to meet program resourcing goals.</p>
External Relationships:	<p>Build relationships and establish links with key stakeholders and other agencies.</p>
Remuneration:	<p>Above award salary to be negotiated commensurate with experience. Salary packaging and pool car available.</p>
Location Base:	<p>Kensington Office with regular travel to each of the program sites</p>

ORGANSIATIONAL OVERVIEW	
Service	<p>McAuley Community Services for Women, is a ministry of the Institute of Sisters of Mercy of Australia and Papua New Guinea:</p> <ul style="list-style-type: none"> • Family Violence (McAuley Care Program) A 24-hour safe house and children's program providing accommodation and support for women and their children who have experienced family violence, established in 1988. • Homelessness (McAuley House Program) A medium term community accommodation for women who have experienced homelessness and mental illness, established in 1986. • Employment (McAuley Works Program) An innovative program designed to assist women to re-enter/enter the workforce after experiencing homelessness and/or family violence.
Mission	<p>McAuley Community Services for Women is a ministry of the Institute of Sisters of Mercy of Australia and Papua New Guinea, impelled by the Gospel of Jesus Christ and enriched by the spirituality of Catherine McAuley, the founder of the Sisters of Mercy.</p> <p>Our mission is to provide accommodation, services, advocacy and support for homeless women, and women and their accompanying children, who experience family violence.</p>
Vision	<p>Through our service, McAuley Community Services for Women is committed to advocate for a better, safer and just society.</p>
Values	<p>McAuley Community Services for Women is committed to:</p> <ul style="list-style-type: none"> • hospitality • compassion • justice • community <p>In our daily encounters we offer women the opportunity for empowerment in their lives.</p>

JOB SPECIFIC COMPETENCIES	RESPONSIBILITIES
<p>Team Building and Leadership</p> <p>(Ref: McAuley's Direct Practice Competencies No.4 Team work and No.5 Program Development)</p>	<ul style="list-style-type: none"> a. Develop a strategy to support recruitment, competency development, training and acknowledgement of volunteers. b. Facilitate information sessions, and inductions for all volunteers. c. Develop volunteers' competency in Direct Practice Competency no.4 Teamwork. d. Manage data collection, screening volunteer applications and documentation to maximise volunteers' skills, knowledge and leverage their networks. e. Support and leverage volunteers skills, knowledge and networks to support one-off events, regular program delivery, mentoring and strategic projects. f. Develop and manage a volunteer recognition program. g. Seek input and feedback from volunteers to inform evaluations for program development as per Direct Practice Competency no.5. h. Build a network of organisations to exchange knowledge and best practices to strengthen volunteer practices. i. Provide regular team meetings, supervision and performance feedback to each volunteer using strengths based reflective practice and evidence based thinking. j. Nurture a team culture and facilitate ways to strengthen inclusive team communication, teamwork, learning and continuity of care with the full time staff. k. Identify and act on early signs of staff vicarious trauma. l. Seek support from Team Leader on more complex decision making and organisational direction/priorities.
<p>Understanding Family Violence and Homelessness</p> <p>(Ref: McAuley's Direct Practice Competencies No.1)</p>	<ul style="list-style-type: none"> a. Facilitate a shared understanding with volunteers of the power and gender issues in family violence and its effects on children and young people. b. Encourage volunteers to be aware of other issues that may affect women and their children's choices and decisions such as immigration status, effects of torture and trauma and financial status. c. Develop volunteer competency in Direct Practice Competency no 1. d. Liaise with McAuley House volunteers to develop a shared understanding of trends, issues and mutual opportunities for improvement.

<p>Family Centred Practice</p> <p>(Ref: McAuley's Direct Practice Competencies No.2)</p>	<ul style="list-style-type: none"> a. Facilitate a child aware environment in service delivery ensuring the physical, psychological and emotional safety needs for children. b. Develop volunteer competency in Direct Practice Competency no 2. c. Keep abreast of sector developments and encourage volunteers to look for improved ways to support a family centred practice.
<p>Risk Management & Compliance</p> <p>(Ref: McAuley's Direct Practice Competencies No.7)</p>	<ul style="list-style-type: none"> a. Identify, manage and evaluate the risks to volunteers regarding personal safety, property, finances, donations and reputation. b. Participate in and contribute to Workplace Health and Safety activities, including participation in the consultative processes provided by the organisation, to ensure a safe work environment for clients, our community, volunteers, employees and visitors. c. Develop volunteer competency in Direct Practice Competency no 7. d. Ensure service policies and procedures are followed by all volunteers according to the risk management framework. e. Ensure that arrangements for outreach work, including vehicle logs and property use are accurately completed and maintenance needs are communicated in a timely manner. f. Ensure volunteers provide ongoing accurate record keeping, including completed forms and reports according to program guidelines and agency registration obligations.
<p>Self-Management</p> <p>(Ref: McAuley's Direct Practice Competencies No.8)</p>	<ul style="list-style-type: none"> a. Lead by example, projecting a calm approach and optimism regardless of the situation, including client crises and significant change events. b. Maintain professional knowledge, leadership skills and propose access to relevant training for volunteer to ensure high quality service leadership. c. Monitor own work and initiate discussion about any concerns, including stress levels, with the Team Leader. d. Be aware of the effects of vicarious trauma and seek support if required. e. Develop volunteer competency in Direct Practice Competency no 8. f. Manage own professional boundaries and know when to refer on.

DIRECT PRACTICE COMPETENCIES	ELEMENTS
1. Understanding Family Violence and Homelessness	<ul style="list-style-type: none"> a. Complexity of family violence & gendered nature b. Issues of Power & Control c. Intersections with homelessness, mental health and substance abuse d. Legal e. Court Support f. Family Systems Theory g. Feminist Perspective
2. Family Centred Practice	<ul style="list-style-type: none"> a. Family Sensitive b. Individualised tailored support c. Strengths Based & Reflective Practice d. Child Aware & Inclusive e. Attachment Theory f. Trauma Informed Practice
3. Individualised Case Management	<ul style="list-style-type: none"> a. Facilitating affordable, safe housing options for women and their children. b. Facilitating service referrals, social inclusion and employment opportunities. c. Case Management Framework: <ul style="list-style-type: none"> • Screening, Intake & Assessment • Case Planning • Case Reviews • Service Referrals • Exit Planning & Case Closure
4. Teamwork	<ul style="list-style-type: none"> a. Communication & collaboration b. Decision Making & joint problem solving c. Handovers d. Team meetings & Supervision e. Supporting each other f. Building partnerships/ relationships

5. Program Development	<ul style="list-style-type: none"> a. Planning, input, development, implementation and evaluation of programs b. Program innovation c. Program partnerships
6. Cultural Diversity	<ul style="list-style-type: none"> a. Working with culturally diverse clients and using interpreters
7. Risk Management and Compliance	<ul style="list-style-type: none"> a. Identify and assess risk for self, others and clients b. Manage risk c. Compliance to Program policies & procedures d. Record keeping on SHIP e. Collect & analyse data f. Monitor and review risk
8. Self-Management	<ul style="list-style-type: none"> a. Truth seeking b. Limit setting c. Maintains composure d. Manages stress e. Prioritisation f. Participates in regular supervision

KEY SELECTION CRITERIA

Please address each of these in your application

Essential Requirements

1. Demonstrated experience in recruiting, managing and supervising volunteers (provide examples of work).
2. Demonstrated hands on experience working in other volunteer agencies in a service or community network.
3. A tertiary qualification in Social Work, Human Services (Welfare), Community Development or a related discipline.
4. A capacity and ability to demonstrate McAuley Community Services for Women's Direct Practice Competencies with relevant evidence/examples. (A copy of our Competencies will be provided upon application).
5. An understanding of, and commitment to, the operations of the McAuley Community Services for Women and the organisation's philosophy and core values.
6. Highly developed interpersonal, communication and negotiation skills.
7. Proven organisational, scheduling and planning skills.
8. Experienced in facilitating staff supervision, within a strengths based and trauma informed approach.
9. Experienced in risk management including client and staff safety, confidentiality, duty of care, mandatory reporting, according to relevant legislation.
10. Proficiency in Microsoft Office suite and maintaining program data on a relevant computer based program or database.

Preferred Requirements

1. Additional qualifications in adult education, team leadership and/or management would be desired.
2. Knowledge of the Family Violence Protection Act 2008, the Child Protection protocols and Child Safe Standards (2016 Victoria).
3. Knowledge of the National Standards for Volunteer Involvement (Volunteering Australia, 2015)
4. Demonstrated background or training relevant to working with clients with complex needs, including family violence, alcohol, drugs, CALD and/or mental illness.

CONDITIONS OF EMPLOYMENT

- This position is offered on a probationary period of 6 months in accordance with the Fair Work Act 2010. This period may be subject to extension of the probation period for up to a further 3 months subject to an agreed work performance plan that encompasses and measures, but is not limited to the following;
 - To demonstrate a commitment to McAuley Community Services for Women's Code of Conduct and Values.
 - To demonstrate an ability to meet the expected standards of performance and competencies in relation to the requirement of the position description.
- Monthly supervision will be required and Annual Performance review will take place 12 months post commencement date.
- This position description will be regularly updated in accordance with the developing needs of the organisation.
- Occasional out of hours work may be required.
- Current Victorian Driver's Licence.
- National Name Check required.
- Working with Children's Check
- A tertiary qualification in Social Work, Human Services (Welfare), Community Development or a related discipline
- All McAuley Community Services for Women's employees are required to:
 - Comply with all McAuley Community Services for Women's policies and procedures
 - Comply with all Occupational Health and Safety legislation and regulation
 - Comply with all other Commonwealth and State legislation relevant to the organisation
 - Uphold and enhance the reputation of McAuley Community Services for Women
 - Maintain the highest standards of integrity and behaviour in line with McAuley Community Services for Women's Code of Conduct and undertake identified training and professional development activities/programs.

Please forward your application addressing the Key Selection Criteria to Carol at recruitment@mcauleycsw.org.au Applications close 5.00pm Friday 2 September 2016.