

Austin Health Position Description



Position Title: Volunteer Engagement Administration Officer

Classification:	HS2
Business Unit/ Department:	Volunteer Engagement
Agreement:	VICTORIAN PUBLIC HEALTH SECTOR (HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS) SINGLE INTEREST ENTERPRISE AGREEMENT 2021-2025
Employment Type:	Part time
Hours per week:	0.4FTE 16 hours - Negotiable, preferably over 3 days a week - Onsite requirement
Reports to:	Manager - Volunteer Engagement Advisors - Volunteer Engagement
Direct Reports:	NIL
Financial management:	Budget: NIL
Date:	August 2024

About Austin Health

Austin Health is one of Victoria's largest health care providers. We deliver services for patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria. We are an internationally recognised leader in clinical teaching, training and research, with numerous university and research institute affiliations.

We employ approximately 10,000 staff and are known for our specialist work in cancer, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health and rehabilitation.

Our vision is to shape the future through exceptional care, discovery and learning. This is supported by our values which define who we are, shape our culture and the behaviours of our people.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognise that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

Position Purpose

The Volunteer Engagement Administration Officer provides support to the Volunteer Engagement Team and Volunteers of Austin Health.

The role is essential for supporting administration functions required for managing Volunteer Engagement at Austin Health. The role is required to be performed onsite.

About Austin Health Volunteer Engagement

WE EMPOWER, CONNECT AND STRENGTHEN OUR COMMUNITY

Volunteers are engaged in meaningful roles that enhance the experience of Austin Health patients, their families, staff and our community.

The Volunteer Engagement team is responsible for all aspects of volunteer involvement, managing over 300 volunteers and all volunteer programs, while also seeking to expand volunteer opportunities within the health service.

The team provides recommendations and support to staff who supervise volunteers and facilitate the development, expansion, and strategic direction of volunteerism at Austin Health.

The Volunteer Engagement team consists of a Manager - Volunteer Engagement and two Advisors - Volunteer Engagement. This team reports to the CEO Directorate and is part of the Foundation and Corporate Communications Team at Austin Health.

Purpose and Accountabilities

Recruitment Support:

- Support the recruitment and onboarding steps for volunteers
- Send emails and make phone calls to support applicants
- Track progress of applicants and provide information and support throughout the process
- Conduct Police Checks, Reference checks, and support Working with Children Check processing as requested
- Support volunteers with online training requirements
- Upload documentation to Volunteer Database in timely manner

General Duties Include:

- Be the initial contact for volunteers, creating a positive, welcoming experience on the phone, online, and in person
- Handle communications through multiple inboxes, including follow-ups with volunteers and internal and external stakeholders as requested
- Regularly audit and update the volunteer database, tracking attendance, hours, qualifications and feedback, and support volunteers needing guidance
- Help organise workshops, events, and training, including bookings and event preparations
- Contribute to the progression of strategic and operational projects within the team
- Maintain and update relevant internal and external volunteer resources
- Assist with ordering office stationery and other items, complete invoicing, and follow up as required
- Source suitable content for the volunteer newsletter, and social media, including visiting volunteers during shifts to record images and stories of the impact of volunteering
- Attend meetings, draft agendas, take minutes where requested
- Perform general office tasks and other duties as required
- Volunteer rostering and administration, including database management

Culture:

- Capable of open, honest and respectful conversations with others
- Strong work ethic
- Growth mindset
- High degree of emotional intelligence and humility
- Commit to creating a cooperative and encouraging atmosphere within the Volunteer Engagement Team.
- Work collaboratively within the team and with internal and external stakeholders to provide exceptional support for our volunteer workforce
- Engage genuine inclusion strategies, including neuro-affirmative approaches

All Employees:

- Comply with Austin Health [policies & procedures](#) as amended from time to time
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments
- Maintain a safe working environment for yourself, colleagues and members of the public. Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself
- Comply with the principals of patient centered care
- Comply with Austin Health mandatory training and continuing professional development requirements
- Work across multiple sites as per work requirements and/or directed by management

Selection Criteria

Essential Knowledge and Skills:

- A commitment to Austin Health values:
 - Our actions show we care
 - We bring our best
 - Together we achieve
 - We shape the future
- Warm, approachable and professional demeanor
- A proven initiative-taker who can work both autonomously and as part of a team
- Experience in an administrative role with great attention to detail
- Experience using Microsoft Office 365 suite
- Ability to manage multiple projects and competing timelines
- Demonstrated ability to learn new systems
- Excellent communication and interpersonal skills
- Ability to build positive relationships and work collaboratively within a team
- Flexibility in identifying and managing priorities in an ever-changing environment
- Commitment to leading and engaging inclusivity practices within the workforce
- Ability to think strategically and creatively in finding solutions to challenges

Desirable Knowledge and Skills:

- Experience with Better Impact Volunteer Management database
- Administration experience in volunteer or community programs
- Volunteering experience

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Equal Opportunity Employer

We welcome applications from Aboriginal and Torres Strait Islander people. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our [website](#)

Document Review Agreement

Manager Signature	
Employee Signature	
Date	