

# Position Description

## Volunteer Engagement Administration Officer

<b>Classification:</b>	HS2
<b>Business unit/department:</b>	Volunteer Engagement
<b>Work location:</b>	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
<b>Agreement:</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
<b>Employment type:</b>	Parental Leave Cover
<b>Hours per week:</b>	0.4 FTE - 16 hours worked across 2, or 3 days per week. Onsite requirement
<b>Reports to:</b>	Manager - Volunteer Engagement Advisors - Volunteer Engagement
<b>Direct reports:</b>	NIL
<b>Financial management:</b>	Budget: NIL
<b>Date:</b>	June 2026

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

### 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 the Directorate/Division/Department

#### 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 provide recommendations and support to staff who supervise volunteers and facilitate the development, expansion, and strategic direction of volunteerism at Austin Health. The team enhances the experiences of patients, carers, families, staff, and the community through their initiatives.

The Volunteer Engagement team consists of a Manager – Volunteer Engagement and two Advisors – Volunteer Engagement. This team reports is part of the Foundation team at Austin Health.

## Position responsibilities

### Recruitment and Onboarding 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 stationary 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
- A proven initiative-taker who can work both autonomously and as part of a team

### 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



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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

## Selection criteria

### Essential skills and experience:

- Warm, approachable and professional demeanor
- High degree of emotional intelligence and humility
- A proven initiative-taker who can work both autonomously and as part of a team
- Excellent time management and personal organisational skills
- Experience in an administrative role with great attention to detail
- Excellent computer skills
- Strong eye for detail and 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 efficiently within a team environment.
- Flexibility in identifying and managing priorities in an ever-changing environment
- Work collaboratively in the team towards solutions
- Commitment to leading and engaging inclusivity practices within the workforce
- Ability to think strategically and creatively in finding solutions to challenges
- Understanding of and commitment to cultural safety.

### Desirable but not essential:

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

## Professional qualifications and registration requirements

There are no qualifications or registration requirements for this role

## Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.



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- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

## Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health’s core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health’s Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health’s immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

## General information

### Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

### Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

### Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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