

## VOLUNTEER COORDINATOR

<b>Position:</b>	Volunteer Coordinator
<b>Reports to:</b>	Business Development Manager
<b>Supervises:</b>	Volunteers
<b>Remuneration:</b>	SACS WA Level 5.1 + salary packaging
<b>Hours:</b>	3 days a week – part time (0.6 FTE/45.6 hours per fortnight)
<b>Position term:</b>	1 year contract with potential to extend
<b>Location:</b>	West Perth

### About Living Proud

Living Proud is a peer organisation and was founded over 50 years ago as the Campaign Against Moral Persecution WA (CAMP WA), Australia's first gay and lesbian rights movement. While advocating for the decriminalisation of homosexuality, CAMP WA established a telephone support line, 'Phone a Friend,' which evolved into the service now known as Living Proud.

Today, Living Proud is one of the oldest organisations of its kind in the southern hemisphere, and the largest LGBTIQ+SB organisation in WA, supporting the community across the state, wherever they live or work.

Living Proud is the WA partner and founding member of the QLife national LGBTIQ+ telephone and web chat peer support and referral service. QLife provides anonymous, LGBTIQ+ peer support and referral for people in Australia wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings, or relationships. In addition to QLife, Living Proud delivers health and wellbeing initiatives, family and domestic violence support, community capacity-building programs, and training programs. We strive to improve the health and wellbeing of lesbian, gay, bi+, transgender, intersex, queer, and other diverse people. More information can be found on our website: [www.livingproud.org.au/](http://www.livingproud.org.au/).

## **Position overview**

Working as part of the Business Development team, the Volunteer Program Coordinator is responsible for coordinating and overseeing all volunteer activities, including recruitment, skills matching, training and evaluation, and supervision.

Volunteers are vital to the success of Living Proud and you will be eager to ensure our volunteer program continues to offer an enjoyable, rewarding and mutually beneficial experience to all participants.

Working closely with the Services Manager to attract, train and develop peer supporter volunteers who help deliver services to the community. You will also work alongside the Events & Fundraising Officer, you will support organisational fundraising objectives, and you will play a key role in the successful delivery of our annual events program, ensuring that events and activities are appropriately planned, resourced, and assessed.

The successful candidate will be experienced in designing and delivering a well-rounded volunteer program and you will be at the forefront of innovative ways to engage and retain volunteers, to increase our reach into the community, to develop lead-in pathways through business, corporate or tertiary partners and be comfortable engaging with a wide variety of external stakeholders.

As a natural team player, you will maintain a positive, inspiring, supportive, and respectful culture within the organisation and support colleagues and community alike.

You will have exceptional communication skills, be highly organised, and be experienced in managing people within appropriate regulatory, legal and workplace frameworks to ensure a safe and fulfilling volunteer experience.

## **About the successful candidate**

You are a people-person with a passion for community and a knack for bringing others along with you. You bring fresh, creative ideas for attracting, recruiting, and retaining volunteers, and you understand what it takes to build a vibrant, engaged volunteer team. With proven experience in volunteer coordination or community engagement, you know how to develop systems that support and sustain volunteer involvement. You value inclusion, kindness, and collaboration, and you're a team player who can also work independently when needed. You'll thrive in this role if you're motivated by creating opportunities for connection and making it easier for people to give back to community.

## Key responsibilities

### *Key tasks, objectives and responsibilities*

<b>Volunteer Management</b>	<ul style="list-style-type: none"> <li>• Develop and maintain a successful volunteer program which drives participation, engagement, reach, and continues to support the much-loved Living Proud presence in the community.</li> <li>• Undertake marketing and outreach activities to create awareness of volunteering opportunities at Living Proud, develop pathways to join, and grow the volunteer base.</li> <li>• Undertake volunteer recruitment, assessment, onboarding and record keeping.</li> <li>• Evaluate volunteer performance and develop personalised volunteer training plans.</li> <li>• Provide mentoring and coaching to ensure a fulfilling and rewarding volunteer experience.</li> <li>• Supervise volunteer activities, helping to ensure successful event management, resourcing and operations, compliant with critical functions including health &amp; safety, regulatory requirements and logistics.</li> <li>• Meet all agreed key performance indicators.</li> <li>• Role model professional, supportive, inspiring, and respectful behaviour to all colleagues and volunteers. Contribute to a positive, safe, and cohesive team environment.</li> <li>• Represent Living Proud at external meetings, forums, engagements, or events.</li> </ul>
<b>Finance</b>	<ul style="list-style-type: none"> <li>• Manage volunteer program related budgets, track financials and spend, and provide financial reports to management.</li> <li>• Manage volunteer expense claims, reimbursements, travel and sundry costs, always ensuring fiscal responsibility and sustainability.</li> </ul>
<b>Community</b>	<ul style="list-style-type: none"> <li>• Maintain a strong community focus, a community-first culture and strive to deepen our connection with the LGBTIQA+SB community across WA.</li> </ul>
<b>Strategy</b>	<ul style="list-style-type: none"> <li>• Work with the Business Development Manager to continuously improve and enhance the volunteer proposition, using insights and inspiration to grow our volunteer base and provide a best-in-class volunteer experience.</li> </ul>

<b>Compliance</b>	<ul style="list-style-type: none"> <li>• Uphold the highest standards of integrity and accountability.</li> <li>• Identify, report and manage risks within the organisation, deploying risk mitigation strategies as appropriate.</li> <li>• Adhere to, implement, and help ensure all staff and volunteers understand, and comply with, Living Proud's policies and procedures.</li> <li>• Adhere to, implement, and help ensure all staff and volunteers understand, and comply with, any applicable regulatory obligations, including work health and safety, insurance and financial legislation.</li> </ul>
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## Selection criteria

### *Essential*

1. Minimum 3 years' experience in a relevant field.
2. Experience in designing, developing and managing successful volunteer programs.
3. Experience in growing a volunteer program, achieving increased participation, retention, reach and appeal.
4. Experience in developing and managing volunteer recruitment pipelines and lead-in partnerships with business, corporate or tertiary partners.
5. Exceptional ability to connect with a broad range of individuals throughout our wonderfully diverse community.
6. An understanding of the contemporary issues, challenges and opportunities within the LGBTIQ+ community.
7. A Demonstrated capacity to work as part of a team based on an ethos of collaboration, kindness, co-operation, respect and mutual support.
8. Profound commitment to promoting diversity, equity, and inclusion.
9. Excellent organisational and time management skills.
10. Strong proficiency in using social media.
11. Outstanding verbal and non-verbal communication skills.
12. Lived experience as part of the Lesbian, Gay, Bisexual, Transgender, Intersex, Queer, Asexual, Sistergirl, Brotherboy + (LGBTIQA+SB) community.

### *Desirable Criteria:*

- Tertiary qualifications in a relevant field.
- Experience working within a not-for-profit organisation.
- Experience in HR or recruitment.

- Experience in event management.

### **Required Compliance Documents**

- You must be eligible to work in Australia.
- Current drivers' license
- Working with Children Check
- National Police Certificate

### **Hours of Work**

- This is a part-time position (3 days per week – 0.6 FTE).
- Business hours with occasional evening/weekend work and domestic travel.
- Based in West Perth, flexible working arrangements can be considered.

### **Application**

1. Submit a covering letter, including all contact details, that addresses all of the “Selection Criteria” as outlined in the position description. You should use statements with examples that clearly demonstrate your competency in a particular area.
2. The covering letter should be a maximum of three pages.
3. Attach a current copy of your Resume, including the contact details of two recent professional referees.

NOTE: Applications and interviews are assessed against the selection criteria and appropriate referee checks. Applications that do not address the Essential and Desirable Selection Criteria will not be considered.

If you have any questions, please contact Meaghan Holden via email: [ceo@livingproud.org.au](mailto:ceo@livingproud.org.au)  
(Please include the word “Confidential” in the header)