

## Position Description

<b>Position</b>	Volunteers and Community Engagement Coordinator – Part Time .4
<b>Team</b>	Fundraising and Marketing
<b>Reports to</b>	Director of Fundraising and Marketing
<b>Direct Reports</b>	N/a
<b>Contract</b>	12-month contract with view to extend
<b>Salary</b>	\$50,000 per annum pro rata (+ salary packaging benefits)
<b>Location</b>	Youth Resource & Administration Centre - 13 Adolph Street, Richmond 3121

## Organisational Context

Lighthouse Foundation provides homeless young people from backgrounds of long-term neglect and abuse, with a home, a sense of family, and around-the-clock therapeutic care that is individually tailored, trauma informed and proven to work.

For over 27 years Lighthouse has successfully supported over 900 young people to break the cycle of homelessness, move into employment and educational opportunities, and overcome damaging life experiences. Through their Lighthouse experience, young people can heal, learn again to relate to others and start to rebuild their lives.

Lighthouse's Therapeutic Family Model of Care™ enables young people to stay with Lighthouse for as long as they need and they can continue to access support through our Outreach programs after they transition into independent living.

## Vision

To end youth homelessness together

## Mission

To increase the availability of Lighthouse Foundation's Model of Care to homeless young people throughout Australia.

## Our Values

Respect, Courage, Kindness.

## Primary Purpose of the Position

Lighthouse's volunteer community is not only integral to the viability of the organisation, but is fundamental to our Model of Care. The Volunteer and Community Engagement Coordinator is responsible for developing and maintaining strong interpersonal relationships with all Lighthouse volunteers.

Each Lighthouse Community Committee is made up of 6-12 local community members and support their local Lighthouse home around Melbourne. These volunteers have a deep commitment to ensuring that their particular Lighthouse home stays open and provide a crucial circle of support from the community to the young people and carers in the homes.

The primary purpose of the role is to manage and engage Lighthouse's Community Committee volunteers by providing meaningful support, fundraising assistance and clear communication of Lighthouse's strategies and program outcomes.

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The role is the conduit between Lighthouse Foundation and the community and thoughtfully integrates volunteers into our program with the primary aim to ensure the doors of the home never close which each Volunteer Community Committee supports.

This .4 part time role allows for highly flexible work hours and will suit someone who is organised, committed and honest. The role requires regular travel (within Melbourne) as well as allocated time within the Lighthouse Youth Resource Centre office in Richmond.

After recently re-defining this role, an opportunity exists to refresh and reinvigorate the fundraising objectives of each Community Committee and to improve internal processes and communication strategies.

The role primarily coordinates the recruitment and transition of new volunteers into Community Committees, while maintaining and maximising the potential of established volunteer committee groups. It also manages the flow of general volunteer enquiries and all other incoming and strategic internal and partner volunteering opportunities.

The role also sometimes assists our Philanthropy Manager with community-level grant applications and small acquittal processes.

## Key Responsibilities

<b>Area of Responsibility</b>	<b>Activities</b> <i>(performance measured against activities during reviews)</i>
<b>Volunteers</b>	<ul style="list-style-type: none"> <li>• Support Lighthouse’s various volunteer groups including Community Committees, regular volunteers, school groups, corporate volunteers and individuals</li> <li>• Regularly process applications and respond to volunteer enquiries for the whole organisation</li> <li>• Oversee and coordinate Lighthouse’s end-to-end volunteer recruitment processes which includes coordination of screening, training, CrimCheck, reference checks and matching (where required)</li> <li>• Identify ways to improve Lighthouse’s recruitment processes, collateral or volunteer acquisition channels.</li> <li>• Maintain accurate records of volunteer information and upkeep attendance and engagement registers</li> <li>• Maintain high levels of volunteer retention</li> <li>• Provide guidance and support to volunteers to ensure they have an enriching experience</li> <li>• Provide support for volunteer-led fundraising activities and enlist the help of Lighthouse’s Community Fundraising Coordinator for large-scale fundraising projects.</li> </ul>
<b>Community Committees</b>	<ul style="list-style-type: none"> <li>• Act as a liaison between Community Committees and Lighthouse Foundation to sustain quality engagement levels</li> <li>• Regularly attend after-hours meetings and occasional events for each Community Committee</li> <li>• Support, encourage and direct Community Committees in the execution of their fundraising activities</li> </ul>

	<ul style="list-style-type: none"> <li>• Work with Lighthouse’s Care team to obtain information about the young people and program operating in each home to provide appropriate updates to the committees at regularly monthly meetings</li> <li>• Report Committee progress and activities regularly as part of the Fundraising and Marketing team</li> <li>• Facilitate meetings for the Joint Committee to support the annual combined committees major fundraising event</li> <li>• Provide support and assistance to coordinate and execute this combined committees major fundraising event</li> <li>• Produce a Post Implementation Report (PIR) to record and improve this annual event.</li> </ul>
<b>Key Relationships</b>	<ul style="list-style-type: none"> <li>• Lighthouse Fundraising and Marketing Team</li> <li>• Lighthouse Finance and Admin Team</li> <li>• Lighthouse Care Team</li> <li>• Volunteers and donors</li> </ul>
<b>Organisational participation</b>	<ul style="list-style-type: none"> <li>• Attend Lighthouse Model of Care training annually, or as required</li> <li>• Attend team meetings, team group processes, whole staff meetings and planning days (where appropriate)</li> <li>• Contribute to the implementation of Lighthouse’s strategic plan</li> <li>• Contribute to collaborative practice across the organisation</li> </ul>
<b>Professional development</b>	<ul style="list-style-type: none"> <li>• Participate in regular supervision, professional development and review meetings</li> <li>• Attend regular group processes and trainings as required</li> <li>• Contribute to a culture that is reflective, inclusive and open</li> </ul>
<b>OH&amp;S</b>	<ul style="list-style-type: none"> <li>• Exercise a duty of care to work safely, taking responsibility to care and protect your own health and safety and that of your fellow workers, volunteers and young people</li> <li>• Follow safe working procedures and instructions.</li> </ul>
<b>Legal &amp; Regulatory Compliance</b>	Comply with legislation and regulations applicable to the role, particularly those relating to privacy of information.
<b>Risk</b>	All Lighthouse staff are responsible for considering, identifying, reporting and addressing risks.
<b>CQI</b>	All Lighthouse staff are responsible for applying a continuous quality improvement approach to all tasks.
<b>Commitment to Lighthouse Culture</b>	Staff are expected to participate in the processes and practices that uphold the Lighthouse culture.
<b>Commitment to Trauma Informed Practice</b>	<p>Staff are expected to:</p> <ul style="list-style-type: none"> <li>• Engage in personal and professional development to integrate their understanding and response to people and systems that have been impacted by trauma</li> <li>• Create or maintain a physical and emotional environment that promotes healing</li> <li>• Engage in conflict resolution processes where required.</li> </ul>

## Performance Measurements

An annual work plan will be developed in line with the Position Description and Lighthouse Foundation's Annual Business Plan to measure performance.

## Qualifications and Licences

- Current criminal records check
- Current Working With Children check

## Key Selection Criteria

### Essential

- Flexibility to work outside of office hours and to travel for meetings
- Strong interpersonal, organisational and time management skills
- High level of administrative skills, attention to detail and accuracy
- Advanced group facilitation and presentation skills
- Well-developed interpersonal, communication (verbal and written), networking and liaison skills
- Ability to give clear and consistent instructions to volunteers and internal staff
- Ability to problem solve and work on own initiative
- Commitment to Lighthouse Foundation's Privacy Policy and Values

### Desirable

- Demonstrated experience in similar roles either as a Community Committee Member or regular volunteer
- Advanced experience managing individual volunteers or groups
- Demonstrated understanding of trauma informed practice

## Employment Conditions

- Compliance with Lighthouse Foundation's Code of Conduct, policies and procedures
- Lighthouse Foundation takes all reasonable steps to facilitate and maintain a safe environment for children, young people and all participants of our service. It is for this reason that Lighthouse requires all potential employees and volunteers who will be in contact with children and young people to undergo a psycho-social assessment prior to confirmation of employment
- Lighthouse Foundation promotes a smoke free workplace
- Terms and conditions of employment are outlined in employment contracts.

### Manager

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Performance review period: \_\_\_\_\_

### Staff Member

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Next review date: \_\_\_\_\_

### Note:

The requirements and responsibilities contained in this job description do not create a contract of employment and are not meant to be all-inclusive. They may be changed by the role manager during employment on an as required basis. Any significant or material changes need to be discussed and agreed by incumbent and manager before inclusion.

The role description should be reviewed formally during the annual planning and performance assessment process.

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