# OzHarvest | Job Description

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Volunteer Coordinator – OzHarvest New South Wales</th>
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<tbody>
<tr>
<td><strong>Job Purpose</strong></td>
<td>The Volunteer Coordinator is responsible for:</td>
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<td>• Sourcing, engaging, nourishing and managing our NSW ‘Yellow Army’, an incredible and extraordinary family of volunteers who enable OzHarvest’s Purpose of Nourishing Our Country.</td>
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<td>• Provisioning and managing our volunteers for critical, exciting and unique OzHarvest Events, activities and core business requirements.</td>
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<td>• Evaluating the strengths and capabilities of our volunteers and ensuring they have the best and most purposeful opportunity and valued experience with our family.</td>
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<td>• Providing our volunteers with genuine purpose and acknowledging their impact on the community whilst undertaking their roles, ensuring their longevity and service with our family.</td>
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<td>• Managing the volunteer’s recruitment, induction, training, role and task assignments.</td>
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<td><strong>Reports to</strong></td>
<td>New South Wales State Manager</td>
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<td><strong>Location</strong></td>
<td>OzHarvest, Sydney</td>
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<td><strong>Employment</strong></td>
<td>Full-Time</td>
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## Key Relationships

**Internal:** This role is supported by the New South Wales State Manager and the National Volunteer Manager; it interacts with interstate Volunteer Coordinators, OzHarvest management, staff including OzHarvest drivers, NEST and Cooking for a Cause Chef, OzHarvest volunteers.

**External:** This role has a high level of interaction with the general public, OzHarvest volunteers and OzHarvest corporate partners, financial and food donors/ celebrities/ media and Hospitality Industry personalities, service providers and contractors.

## OzHarvest Purpose

Our purpose is to Nourish our Country. OzHarvest is committed to:

- Rescuing surplus food to feed people in need and help the environment
- Educating the general public and our clients about food waste, nutrition and living a healthier lifestyle
- Engaging with the community to maximise our impact

To achieve this purpose OzHarvest prides itself not only on being logistics experts but also having an exceptional ‘customer and community service’ focus.

We expect from our team members a strong commitment and passion for food rescue and education with the organisation’s vision at the forefront of all decisions and actions.
### Personal Specifications

#### Qualifications
- Bachelor Degree or at least 5 years’ equivalent experience in Volunteer Management, Human Resource Management (including recruitment, selection, induction), Workforce Management or Project Management
- Must have A Police Check and a Working With Children Check (WWCC) for this role.
- Relevant key personnel and probity checks required by legislation and OzHarvest policy
- Possess or ability to obtain Cert IV Workplace Training and Assessment qualification (TAE40110) (desirable)
- Current driver’s licence and the willingness to drive in the course of work (essential)

#### Personal Abilities, Aptitudes and Requirements
- A strong commitment and enthusiasm toward the vision of OzHarvest
- Energetic, positive and proactive
- Ability to work autonomously or as part of a team
- Strong ability to build relationships
- Enthusiasm and highly effective interpersonal, written and oral communication skills.
- Ability to coordinate administration and projects in a time pressured environment
- Excellent attention to detail and a strong customer service approach

#### Skills, Knowledge & Experience
- Demonstrated capacity to recruit, coordinate, and supervise volunteers or staff within a community based organisation.
- Strong personal and team-based organisational skills, including the ability to coordinate projects, motivate and work successfully with volunteers, staff, and other people with varied interests and backgrounds.
- Demonstrated understanding and commitment to the Principles of Volunteering, and the Code of Practice for Organisations Involving Volunteer Staff.
- Capacity and willingness to work weekends and evenings as required.
- Ability to set priorities and manage competing demands with tight timeframes.
- Experience in office administration and database management.
- Experience in events and fundraising (desirable).
- Food industry experience (desirable).
- Experience working alongside volunteers.
- Understanding and commitment to the principles of continuous quality improvement.
- Strong PC-based applications skills in a Microsoft office environment, and high-level ability to manage information and data.
- Knowledge of Salesforce is an advantage.
- Knowledge of the Microsoft Office suite of software.
- Demonstrates high level of confidentiality.
- Willingness to work within the philosophy and policies of OzHarvest.

### Key Duties and Responsibilities
- Engage our volunteer community providing them with the opportunity to find true purpose and belonging through their engagement with OzHarvest
- Manage the recruitment and selection of volunteers, their on boarding and induction.
- Ensuring that all inquiries from potential new volunteers are responded to in a timely manner.
- Manage the volunteer queries through the various channels of email, phone and web etc.
• Conduct volunteer induction, activity briefs and materials, to ensure volunteers are informed on how to carry out their designated role in an effective and safe manner.
• Manage the production of the regular OzHarvest Volunteer Callouts and subsequent volunteer rostering.
• Management, maintenance and ensuring currency of the volunteer database and web based management tools.
• Plan, organise, and coordinate all NSW volunteer engagement activities, including but not limited to:
  o Identifying and creating additional opportunities and activities for Corporate Volunteers to be involved in our work
  o Ensuring Corporate Volunteers are receiving a high level of service and responsiveness
  o Managing Volunteers, including corporate volunteers, across all major Sydney based events including CEO CookOff, Think.Eat.Save, Easter Show and various Markets
• Manage the engagement and relationship/nurturing of all volunteers.
• Schedule and coordinate volunteer rosters for activities, programs and events or as requested by the OzHarvest team.
• Assist the OzHarvest team with the development of new programs and initiatives to ensure that volunteers are well supported in their roles.
• Provide feedback and advice to ensure compliance with relevant legislation including volunteer, workplace health and safety and service standards.
• Work effectively as part of the OzHarvest Sydney and National teams and as part of a wider team throughout the organisation; including close consultation with the NEST and Cooking for a Cause Coordinators.
• Assist with the planning and administration of events.
• Support the NSW State Manager and the National Volunteer Manager as required.
• Develop new volunteer initiatives.
• From time to time, attend both volunteer and corporate engagement activities to provide leadership.
• Provide feedback and support to the NSW State Manager and the National Volunteer Manager with continuous improvement initiatives and opportunities.
• Role model interpersonal, professional and leadership behaviours consistent with the core values of OzHarvest.
• Actively participate in the performance development processes to meet organisational requirements and own career aspirations.

Other duties as required from time to time