The Exodus Foundation

JOB APPLICANT INFORMATION PACKAGE

This information package has been put together for you to help with your employment application at The Exodus Foundation. The following information will be addressed:

- Background information on the organisation
- Eligibility
- How to prepare your application
- Job description (including selection criteria)
- Any special requirements of the position
- Referees
- Contact person for enquiries
- Information on how to submit your application
- Closing date for receipt of applicants
- The selection process
- The interview

The Exodus Foundation – background

The Exodus Foundation is a registered charity that combats disadvantage in its many forms – by providing food, and social health and wellbeing services without discrimination to those who need it most.

Exodus operates as a subcommittee of Ashfield Uniting Church Parish Mission in Ashfield, in Sydney’s Inner West and works to provide real assistance to poor and needy Australians.

Our story began in 1986, when Reverend Bill Crews was ordained as minister of the Ashfield Uniting Church Parish Mission. Seeing a desperate need for a support service for homeless and at-risk people in the Inner-West of Sydney, Bill opened the doors to the Church to offer shelter and what food was available.

In 1989, The Exodus Foundation was founded by Bill and a team of dedicated volunteers as a place where homeless and abandoned youth could seek assistance and refuge.

1989 also saw the establishment of the Loaves and Fishes Free Restaurant, which was brought about through the close friendship of Bill Crews, John Singleton and a lucky bet.
In 1996, the Foundation began its first Ashfield based Literacy Tutorial Centre program for needy children. This was followed about a decade later by a similar Literacy Centre in Redfern, primarily for needy Aboriginal children.

In 2009, we added a night food van to provide hot meals to the homeless who live in Sydney’s CBD. Then in 2011, we added a stationary food van service based in Marrickville, creating a free meal service for Sydney’s Inner West’s growing homeless population.

You can find out more by visiting our website: www.exodusfoundation.org.au

**Eligibility**

To be eligible for employment at The Exodus Foundation, applicants must be an Australian citizen or have permanent resident status in Australia.

**Preparing your Application**

When preparing your job application address each of the selection criteria in turn. Selection criteria are the essential skills and/or experience required to undertake the position advertised. These are usually summarised in the advertisement and detailed in full in the job description. Wherever possible demonstrate with examples, from your work history or experience, how you meet each of the selection criteria.

A comprehensive CV/Resume, which includes relevant personal details, work history (paid and voluntary), qualifications, training and professional development activities undertaken, skills and areas of interest in terms of career development must be included in your application. Supporting evidence may be required regarding qualifications and certificates completed/part completed (this will be advised at a later stage if necessary).

**Job Description – Volunteer Coordinator**

Please find attached job description which includes information on the nature of job tasks, and the selection criteria.

**Special Requirements for the Position**

Provide evidence of a Working with Children verification.

Provide evidence of National Police Check

**Referees**

Please note that your referees may be contacted at various stages in the selection process. The panel will ask your referees how well they think you meet the requirements of the job. Select referees who know about your relevant skills and abilities. You should always let your referees know about the job and skills required before nominating them in your application.
Contact Person for Enquiries
If you have any questions, queries, or concerns, please contact Carmen Haley on the following email address only:  
HR@exodusfoundation.org.au

How to Submit your Application
Applications are to be submitted via email to the following email address: HR@exodusfoundation.org.au

The Selection Process
Within The Exodus Foundation, the assessment, selection and interviewing of candidates for most job vacancies is undertaken by a Selection Panel (the panel).

The panel consists of at least two people, preferably of both genders, and is structured to ensure expertise, independence and diversity of backgrounds.

The panel will assess all applications received against the selection criteria and short-list the most suitable applicants. Applicants on the short list will be contacted regarding interview times with the panel.

All applicants will be advised in writing (email) of the outcome of their application.

The Interview
If you have been successful and offered an opportunity to attend an interview, please ensure you arrive promptly and on time for the interview. Details of the time, location and contact person will be advised to successful applicants in an email.

If you require wheel chair access to the interview site or have any other special needs please advise the person contacting you for your interview, so that appropriate arrangements may be organised.

Thank you for your interest in the position and we look forward to hearing from you.

The Exodus Foundation
JOB DESCRIPTION

JOB TITLE: Volunteer Coordinator  DATE: August 2017
REPORTS TO: GM Human Resources – People & Development  DEPT: Volunteering Program
HOURS: 38 Hours per week  CATEGORY: Full Time
APPROVED BY: CEO

JOB SUMMARY
The Volunteer Coordinator is responsible for the coordination, administration, and ongoing development of the Exodus Foundation’s volunteering and internship programs. The Volunteer Coordinator will undertake all duties in a caring and supportive manner consistent with Exodus core values to provide an exceptional standard of support to staff, volunteers, and guests always.

REPORTING RELATIONSHIPS
The position of Volunteer Coordinator reports to the General Manager Human Resources - People and Development.

DUTIES & ESSENTIAL JOB FUNCTIONS
- Identification & Development of volunteering positions: Support Frontline managers in identifying volunteer and internship opportunities across the Exodus Foundation. This includes; supporting frontline managers in identifying necessary competencies, assisting in developing position descriptions, identifying roster requirements, and completing necessary updates to the Volgistics database.

- Recruitment: Under the direction of the GM Human Resources; lead organisational volunteer recruitment activities.
  - Working out how many volunteers are needed and for what roles
  - Developing position descriptions for each role
  - Planning how and where to recruit volunteers and posting adverts
  - Interviewing volunteers
  - Completing relevant checks (like a police check or working with children check)
  - Planning for volunteer retention and replacement
  - Developing policies and procedures.
  - This includes; advertising vacant volunteer positions, responding to volunteer queries, conducting information sessions, interviewing, and selecting applicants; and ensuring all compliance activities are completed.

- Onboarding: Lead organisational volunteer and internship onboarding activities.
  - Developing an orientation kit, volunteer handbook or introductory programs
  - Evaluating the orientation program
• Presenting or managing the orientation for all new starters
• Providing training or demonstrations in use of office equipment or specific tools.
• This includes; supporting frontline managers in identifying and completing volunteer orientation activities.

- **Training and Development:** Create and deliver volunteer and internship specific training to staff and volunteers.
  - Arranging training and education opportunities
  - Conducting performance review or evaluation
  - Conducting a skills audit or organisational review.
  - This will include; identification of training needs, development of training material, and facilitation of training sessions. Induction training and ongoing training appropriate to each area and department.

- **Rewards & Recognition:** Create, deliver, and maintain a culturally appropriate rewards and recognition program for volunteers.
  - Developing ways to recognise and reward volunteer efforts
  - Promoting the recognition program
  - Managing volunteer communications such as social functions, newsletters, or social media.
  - This will include; identification of appropriate recognition activities, development of R&R program, and facilitation of rewards programs.

- **Management**
  - Helping volunteers feel welcome and supported
  - Developing and managing policies, procedures, and standards for volunteers
  - Looking after the volunteer database and records
  - Planning and goal setting
  - Rostering and organising volunteers
  - Delegating projects and tasks
  - Managing any associated budgets and expenditure
  - Communicating with people from diverse backgrounds
  - Writing content for The Exodus Foundation website and volunteer e-newsletters

- **Feedback, Grievances, and Termination:** Support the GM Human Resources with activities related to feedback, grievances, and termination of volunteers as directed.

- **Corporate Partnerships:** Lead activities to implement, develop, maintain, and enrich Exodus corporate volunteering partnership programs. Working in conjunction with GM Human Resources.

- **KPI’s and Reporting:** Measure and improve volunteer specific KPI’s, compile and deliver timely volunteering reports to all parts of the organisation to support continuous quality improvement programs.

- **National Standards for Volunteering:** Lead activities to implement, adopt and maintain the National Standards for Volunteering. Working in conjunction with GM in Human Resources.

- **Events** – Assisting in the organisation of events, in particular with Christmas Lunch Day and special dinners at the L&F Restaurant, as required.
- **WH&S** responsibilities for the execution of the Safety Regulations:
  - Identifying risks and understanding their impact
  - Developing policies and procedures that will eliminate or reduce those risks
  - Implementing, promoting, and evaluating these policies and procedures
  - Maintaining current and appropriate Public Liability and Volunteer Personal Accident insurance policies.
  - Providing a safe work environment
  - Ensuring volunteers understand their WH&S role and responsibilities
  - Documenting and reporting WH&S incidences
  - Consulting with volunteers in WH&S issues that affect them
  - Providing adequate training to volunteers on WH&S issues
  - Management of Work Place Safety

**ACADEMIC AND EDUCATION REQUIREMENTS**

<table>
<thead>
<tr>
<th>Essential</th>
<th>Highly Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diploma or Certificate IV in Human Resources, Volunteer Program Coordinator, and / or Social Sciences/Administration.</td>
<td>Tertiary Qualification in Human Resources, Certificate IV in Volunteer Program Coordination/Administration</td>
</tr>
<tr>
<td>3-5 years of supervision or management experience</td>
<td></td>
</tr>
<tr>
<td>Computer literate – MS applications (Word, Excel, Power Point)</td>
<td></td>
</tr>
<tr>
<td>Data base management – Volgistics and/or another CRM database</td>
<td></td>
</tr>
</tbody>
</table>

**WORK EXPERIENCE AND SKILLS**

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demonstrated experience and ability in assessing and managing people</td>
<td>Experience in volunteer management, preferably in a not-for-profit environment</td>
</tr>
</tbody>
</table>
| Administration and Management:  
  - Help volunteers to feel welcome and supported  
  - Looking after the volunteer database and records  
  - Planning and goal setting  
  - Rostering and organising volunteers  
  - Managing any associated budgets and expenditure  
  - Resolving conflict or managing the grievances processes | Experience in delivering training – Induction, orientation and onboarding |
| Experience in recruitment and selection | Knowledge of current trends, resources and information related to volunteerism |
### PERSONAL QUALITIES AND BEHAVIOURAL TRAITS

<table>
<thead>
<tr>
<th>Essential</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Foster Team work: Work cooperatively with others to set goals, resolve problems and make decisions that enhance organisation effectiveness.</td>
<td></td>
</tr>
<tr>
<td>Build relationships, establish and maintain positive working relationships with others, both internally and externally to achieve the organisation goals. Work well with others at all levels of the organisation.</td>
<td></td>
</tr>
<tr>
<td>Focused and professional attitude.</td>
<td></td>
</tr>
<tr>
<td>Confidentiality and discretion</td>
<td></td>
</tr>
<tr>
<td>Attention to details and accuracy</td>
<td></td>
</tr>
<tr>
<td>A positive, enthusiastic, cooperative attitude, consult and negotiate effectively</td>
<td></td>
</tr>
<tr>
<td>Flexible approach to working</td>
<td></td>
</tr>
<tr>
<td>Resilient and enthusiastic in all areas</td>
<td></td>
</tr>
<tr>
<td>Can influence and communicate effectively across multiple sectors</td>
<td></td>
</tr>
</tbody>
</table>

| Assist with conflict resolution among staff, volunteers and guests according to established procedures. | Experience in programs of reward and recognition for volunteers |
| Work well with others at all levels of the organisation.                                               |                                                                 |
| Focused and professional attitude.                                                                      |                                                                 |
| Confidentiality and discretion                                                                          |                                                                 |
| Attention to details and accuracy                                                                       |                                                                 |
| A positive, enthusiastic, cooperative attitude, consult and negotiate effectively.                      |                                                                 |
| Flexible approach to working                                                                             |                                                                 |
| Resilient and enthusiastic in all areas                                                                  |                                                                 |
| Can influence and communicate effectively across multiple sectors                                        |                                                                 |

| Workplace Safety – WHS:                                                                                   | Experience in project management |
| - Identifying risks and understanding their impact                                                        |                                                                 |
| - Developing policies and procedures that will eliminate or reduce those risks                           |                                                                 |
| - Implementing, promoting and evaluating these policies and procedures                                  |                                                                 |
| - Maintaining current and appropriate Public Liability and Volunteer Personal Accident insurance policies. |                                                                 |
| Experience and skills in conflict resolution and grievances                                               |                                                                 |