Position Description
Volunteer Program Manager

Reports to	People, Culture & Safety Executive Manager	Direct Reports	1 employee, and over 1000 volunteers
Business Unit	People, Culture & Safety		

Role Purpose

The Volunteer Programs Manager takes a proactive role in shaping and fostering a Volunteer Culture based on fun, value and teamwork. This role is responsible to drive and continuously improve the RSPCA South Australia Volunteer Management Program by building positive relationships and developing highly effective teams, building capability, increasing efficiencies and improving performance to help achieve a competitive advantage and create a best practice volunteer program.

Key Responsibilities

- Lead and positively role model the RSPCA SA's zero harm safety culture in the workplace; foster the development of attitudes and beliefs of employees that support safe behaviour. Provide WHS advice, coaching and practical support to employees and volunteers to ensure compliance with WHS Management System. Implement and monitor workplace health and safety and injury management policies, procedures and programs to achieve and maintain health and safety standards and meet legislative requirements.
- Build an effective team by leading and managing direct reports and volunteers; identify clear work functions, assign tasks and monitor performance against business objectives and ensure a high level of professional service is provided.
- Support the development and engagement of staff; facilitate performance appraisal discussions, develop and review individual development plans for the attainment of agreed goals and to assist with personal/professional development. Coach and mentor staff as appropriate to improve performance.
- Contribute to the reputation and continuous improvement of RSPCA SA by identifying opportunities; provide recommendations for improving efficiency and effectiveness, or income generation.
- Develop, implement and review business plans which incorporate goals and objectives that work towards the strategic direction and priorities of the Society.
- Support the People, Culture & Safety Executive Manager to prepare budgets, projection figures, program estimates, payroll information and undertake re-forecasts. Continuously monitor revenue and expenditures; modify allocation of resources to ensure targets are achieved.
- Collaborate with the Finance Team to ensure compliance of monthly, quarterly and yearly financial reconciliation.
- Assist with formulating, reviewing and implementing policies, procedures and processes. Train and monitor staff and volunteers to ensure compliance. Model Leadership behaviour that supports compliance.
- Ensure the integrity of Volgistics data to enable accurate, secure and timely reporting and analysis of Volunteer operations and to meet reporting obligations.
- Produce high quality and accurate written documents, operational statistics, reports, etc. within specified timeframes.
- Liaise with people leaders to assess the volunteer requirements for events.
- Assess work practices against the volunteer national standards, make recommendations to meet standards.
- Ensure volunteers are provided with appropriate induction, training and resources to perform their duties safely and to the required expectation.
- Generate appropriate volunteering opportunities, pathways and role descriptions based on the needs of the Society.
- Coordinate and chair the monthly volunteer team leader meetings; accurate minute recording and processing of meeting are distributed within a week of the meeting.
- Maintain the volunteer communication framework; ensure critical updates regarding Society changes, training information and initiatives are provided to volunteers monthly.
- Manage and coordinate work experience and placement programs; ensure students have a positive experience.
- Manage the Work For The Dole Program; ensure Government requirements are met.
- Identify and organise the training and development opportunities for volunteers; facilitate and deliver Volunteer training sessions and/or arrange external volunteer training courses, as required.

- Attend and contribute to the Lonsdale WHS committee meeting.
- Be a member of Southern Volunteering (SA) Inc; attend Southern Area Volunteering Information (SAVI) network meetings.
- Develop and implement biannual volunteer program survey; make recommendations to ensure continuous improvement of the Program, ensure targets are achieved.
- Manage the application and recruitment process; select volunteers ensuring they are matched appropriate positions.
- Volunteers pass Federal Police Clearance checks prior to commencement.
- Oversee volunteer rosters, ensure staffing meets operational requirements.
- Assist with writing grant submissions.
- Monitor, support, motivate and recognise volunteers and their work.
- Make recommendations to increase the retention of volunteers.
- Keep up to date with the latest information and research regarding involving and managing volunteers.
- Train people leaders to utilise Volgistics.
- Undertake additional duties to meet operational requirements as requested by the People, Culture & Safety Executive Manager. This may include undertaking a specific task/project, coverage for other roles, and working outside the regular rostered hours.

Key relationships

Internal - PCS Executive Manager, Senior Leadership team, Shelter leaders, virtual shelter team, shelter staff, Stepney staff, veterinarians, inspectors, rescue officers, op shop employees, volunteers

External Contacts - Government Departments, registered training organisations, suppliers, members of the public

Expectations

It is expected that all RSPCA South Australia employees will:

- Contribute to a positive workplace culture by embracing and aligning conduct with RSPCA South Australia's Values and Behavioural statements.
  - ✓ Compassion - we are empathetic, caring and considerate.
  - ✓ Courage - we are brave and determined to stand by our principles.
  - ✓ Integrity - we are ethical, honest and transparent with ourselves, our supporters and the community.
  - ✓ Leadership - we are the driving force to motivate and inspire positive change in animal welfare.
  - ✓ Achievement - we are focussed on our objectives and continuously strive towards our goals.
  - ✓ Collaboration - we work as a team and foster partnerships to maximise outcomes.
  - ✓ Innovation - we are creative and daring in our thinking - we seek new ideas and new ways.
- Understand and work in accordance with RSPCA South Australia's Policies and Procedures.
- Have a sincere commitment to animal welfare.

Key Competencies

Winning Commitment - Builds positive and trusting relationships with internal and external stakeholders to meet business objectives. Develops networks which enable business to be delivered in an efficient and effective way. Encourages collaboration and commitment with various stakeholders to deliver the best service or outcome.

Developing Talent - Works to improve and reinforce performance of others. Takes responsibility for the performance of direct reports by setting clear goals and expectations, tracking progress against goals, ensuring developmental feedback and addressing performance concerns and issues promptly.

Resilience - Continues to perform effectively when faced with time pressures, adversity, disappointment, or opposition. Remains focused, composed, and optimistic in difficult situations and bounces back from failure or disappointment.

Delivering Results - Being energetic and tenacious in the achievement of goals. Takes initiatives that often involve calculated risks and demonstrates the personal drive to do things better, more effectively, and in a way that exceeds goals and targets. It includes looking for new challenges and not being satisfied with the status quo, but not making change for change sake.

Operational Planning - Determine short term objectives and action steps for achieving them, including efficient use of personnel, equipment, facilities, and other resources in order to accomplish a project or initiatives. Determines how to schedule and coordinate activities among individuals, teams, and work departments.

Financial Management - Understands human, financial, and operational resource issues to make decisions aimed at building and planning efficient project workflows, and at improving overall organisational performance. Ability to allocate resources, plan procurement, and oversee budgets and contracts to ensure fiscal stability of the Society.

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Experience & Knowledge

- Minimum three years' experience in a similar role.
- Demonstrated experience managing volunteers.
- Knowledge of WHS legislation.
- Competent with Microsoft Office Suite.

Requirements

- Work across multiple sites (shelters, op shops and head office).
- Additional hours and weekend work may be required at times.
- Required to attend some RSPCA SA events.
- Current Class C driver's licence.
- Federal Police Clearance