

POSITION DESCRIPTION

Position Title:	Volunteer Development Officer
Remuneration:	SCHADS Level 5.1. Salary sacrifice is available
Type of Position:	Full time
Purpose of the Role:	The Volunteer Development Officer is responsible for coordinating volunteer involvement within the organisation

Organisational Environment:

Victims of Crime NT Inc. (VoCNT) is a community organisation, established in 1995 to support victims across the Northern Territory who are affected by crime. Our aim is to assist people to recover, restore and grow through the provision of a range of support services. VoCNT advocates for victims through community education and promotes public and government awareness of the needs, rights, and interests of victims of crime.

Victims of Crime NT operates in accordance with its mission, vision, values, and policy. All staff and volunteers follow Privacy and Confidentiality requirements, a Code of Conduct and actively participate in organisational planning and development.

The organisation is committed to reconciliation and will soon begin the second stage of their Reconciliation Action Plan. We understand the intergenerational impacts that colonisation has had on First Nations people and recognise their over representation within the criminal justice system. We are striving to provide culturally appropriate services to support First Nations people in their experiences of victimisation.

VoCNT adopts the Sanctuary model for the whole of the organisation. Sanctuary helps us to build a trauma informed community that acknowledges adversity as a human experience, and creates safety for change, growth, recovery, and healing. VoCNT is working towards accreditation as the first *Sanctuary* provider in the NT. Our 8 Sanctuary commitments provide the backdrop for this approach:

Nonviolence	We use unconditional care to stay safe and allow others to feel safe
Emotional Intelligence	We manage our feelings, so we don't hurt ourselves or others
Social Learning	We are curious and learn from each other and from our difficulties
Democracy	All voices and views are heard and respected
Open Communication	We are honest and say what we mean with kindness
Social Responsibility	We help each other and take responsibility for our actions
Growth and Change	We acknowledge loss, are open to new ideas and are hopeful for the future
Cultural Humility	We accept and engage with cultural difference and do our best to reduce power imbalances

VoCNT is an inclusive organisation and supports victims of crime across the diversity spectrum within the Northern Territory. We believe our employees should emulate the diversity within our communities.

The Volunteer Development Officer reports to the Chief Executive Officer. This position is based at the VoCNT Darwin office. VoCNT vehicles are available for use during business hours. Occasional use of your own car may be required and will be reimbursed as per the Award. The organisation offers a supportive team environment and is committed to flexible workplace practices.

Key Responsibilities:

- Work collaboratively with Program Managers and other relevant staff to ensure volunteer involvement across program areas
- Coordinate volunteer recruitment, initial training, and regular skills development opportunities
- Create opportunities for new volunteer roles that support program development
- Align VoCNT volunteer practices with National Volunteering Standards

Duties:

- Liaise with staff to ensure volunteer roles are clearly defined
- Recruit volunteers, conduct skills assessment and match volunteers to tasks appropriately
- Create new opportunities for volunteering at VoCNT, in conjunction with the leadership team
- Provide orientation, ongoing training, skills workshops and events that promote peer and organisational connection
- Provide direct supervision to volunteers from time to time, at all times working with other staff to ensure a well-supported, productive and engaged team
- Maintain rosters for volunteer programs
- Maintain a self-paced online learning package for volunteers
- Work with the Policy Sub Committee to develop volunteer related Policy and Procedure in accord with National Volunteering Standards
- Conduct evaluation of volunteer participation using various methods
- Ensure there are adequate resources for volunteers within their roles, including technology practices and systems
- Ensure regular connection is maintained with each volunteer and find creative ways to celebrate individual and team achievements periodically
- Maintain a volunteer record system and files
- Provide reports on volunteer numbers, activity, progress and satisfaction for reporting as required
- Build and maintain relationships with other volunteer organisations and key stakeholders

Development of Peer Support Groups:

- Connect with other NT support groups that emphasise Lived Experience (the NT Lived Experience Network)
- Research the principles and practices of lived experience support groups.
- Organise and support the logistical coordination of support groups
- Understand the qualities and attributes needed for facilitators, and develop relevant training materials
- Promote support groups and select appropriate group participants
- Set up feedback and evaluation processes

Qualifications and experience:

- 2 or more years' experience working in volunteer coordination
- Experience in group facilitation and adult learning
- Minimum Diploma level relevant qualifications.

Other Requirements:

- Driver's license
- Ochre card and Police Check



Key Selection Criteria:

- Ability to plan and organise work to achieve objectives
- Demonstrated commitment to working collaboratively as part of an integrated team
- Demonstrated experience in the successful coordination, development and support of volunteers
- Highly developed communication and interpersonal skills
- Ability to be creative in training design and presentation
- Proficiency in computer use and the Microsoft office suite of programs