

Position Description

Very Special Kids believes that all children and young people have the right to quality of life, no matter how long or short their life may be.

Position Title:	Volunteer Coordinator (Corporate Support, Events) Temporary role 3.5 months 0.6 to 0.8 EFT
Location:	Malvern
Department	Corporate
Reporting To:	Volunteer Manager
Main Purpose of Position:	<p>This role provides short-term operational support to the Volunteer Services team, with a primary focus on events, program delivery support, volunteer coordination and selected corporate volunteering activities during a peak period</p> <p>The Volunteer Coordinator supports the coordination of Very Special Kids Volunteers in line with the registration and accreditation requirements of Volunteering Australia's National Standards for Involving Volunteers in Not-for-Profit Organisations, the National Safety and Quality and Health Service Standards and the Victorian Child Safe Standards.</p>
Number of Direct Reports	Nil
Decision Making Authority	As per Very Special Kids' Delegation of Authority
Key Relationships	<p>Internal:</p> <ul style="list-style-type: none"> • Volunteer Manager • General Manager People & Culture • Family Support Staff • Very Special Kids Hospice Staff • Corporate and Fundraising Teams • Volunteers • Office Administration Team <p>External:</p> <ul style="list-style-type: none"> • Very Special Kids children and families • Very Special Kids volunteers • Volunteering Victoria •
Key Selection Criteria	<p>Experience and Knowledge</p> <ul style="list-style-type: none"> • Demonstrated experience in developing impactful volunteer programs and supporting teams of volunteers desirable.

	<ul style="list-style-type: none"> • Experience working with children with issues related to health and disability desirable • Knowledge of the legislative environment surrounding Volunteers. • Demonstrated ability to work with families and volunteers within a health setting and commitment to the provision of child and family-centred care. • Excellent communication and interpersonal skills including written and oral skills • Computer word processing, online conferencing platforms, database management and administration skills <p>Values and Attributes</p> <ul style="list-style-type: none"> • Commitment to child-safe work practices and working in a child-safe environment • Commitment to the provision of child and family centred care • Ability to reflect on own work practice, undertake professional development and self-care • Ability to work independently and as part of a larger team • Self-motivated and uses initiative • Problem solving skills • Team player – responsive, flexible and approachable
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Key Areas of Responsibility

Service Delivery

Key Performance Indicators

Coordination and support of volunteers within the organisation with particular emphasis on support Service Delivery, Corporate, and Events.	<ul style="list-style-type: none"> • Support volunteers in their roles
Support the Volunteer Manager with relationships, placement, briefing & supervision of the corporate volunteer program	<ul style="list-style-type: none"> • Appropriately align volunteers based on skills set to opportunities. • Ensure Volunteering briefs, credentialling and orientation corporate volunteers are in line with best practice standards
Support the placement and support of volunteers in Service Delivery programs.	<ul style="list-style-type: none"> • Support volunteers in accordance with Very Special Kids policies and procedures. • Assist volunteer services team with placement of volunteers across programs during peak periods.
Escalate complaints and grievances related to volunteers.	<ul style="list-style-type: none"> • Escalate and support Volunteer Manager in navigation and escalation of complaints and grievances.
Work with Volunteer Services Team to develop and review policies, procedural documents to ensure staff and volunteers have clear operational guidelines.	<ul style="list-style-type: none"> • Operational guidelines implemented and adhered to by Volunteers
Support Volunteer recruitment, training, activities and events as required.	<ul style="list-style-type: none"> • Successful implementation of volunteer support programs • Attendance at Volunteer events

	<ul style="list-style-type: none"> Support Family Support Team Community fundraising to have enough volunteers to meet their changing needs
Support management processes, reporting and compliance of volunteer digital records through volunteer management system	<ul style="list-style-type: none"> All records maintained in accordance with the Very Special Kids Privacy and Confidentiality policies Staff and volunteers are competent in usage of appropriate systems
Participate in the motivation, evaluation and recognition of volunteers, fostering positive experiences and creating meaningful engagement leading to high volunteer retention.	<ul style="list-style-type: none"> Increased tenure of Volunteers
Contribute to the ongoing development of integrated work practices across the organisation.	<ul style="list-style-type: none"> Participation in the development and implementation of trained volunteer program across services. Collaborate with volunteers and staff to identify where volunteer roles can be expanded Identify process improvements and partner with key stakeholders to implement change where required. Contribute to projects where required

Organisation

Key Performance Indicators

Communicate effectively to build positive and harmonious working relationships within the organisation.	<ul style="list-style-type: none"> Open and positive relationship with other staff Regular formal and informal communication across all teams Demonstrated commitment to teamwork and building collegial relationships
Represent Very Special Kids in a professional and appropriate manner according to the values of the organisation.	<ul style="list-style-type: none"> Maintain and build the reputation of the organisation.

Quality, Safety, and Improvement

<p>Very Special Kids employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety, and Improvement by:</p> <ul style="list-style-type: none"> Acting in accordance and complying with all relevant Safety and Quality policies and procedures Identifying risks, reporting, and being actively involved in risk mitigation strategies Participating in and actively contributing to quality improvement programs Complying with the requirements of the National Safety & Quality Health Service Standards Complying with all relevant clinical and/or competency standards
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- Complying with the principles of Patient and Family Centred Care that relate to this position
- Complying with the principles of Child Safe Standards that relate to this position
- Maintaining 100% attendance/completion of mandated training.
- Participation in patient safety and quality improvement activities.
- Membership and attendance of relevant committees

Conditions of Service	
Hours	Position requires flexible occasional out-of-hours work which may include weekends.
Other	Current driver's licence required.
Salary Package	Competitive salary, plus superannuation and salary packaging.
Tenure	Fixed Term Contract (3months) - Part Time 0.6-0.8FTE
General	Employment with Very Special Kids will be subject to a satisfactory Police Check, a Working with Children Check

Privacy Statement: Personal Information may be collected and stored for the purpose of recruitment and selection. The information will only be used and disclosed for the primary purpose of its collection. Some exceptions exist. These may be obtained from the Privacy Officer.

Approvals:	
Created by:	Volunteer Manager
Approved by:	General Manager People and Culture
Date of Last update:	June 2026