

## Volunteer Relationship Coordinator (0.6 FTE)

<b>Department:</b>	Engagement & Philanthropy
<b>Reports To:</b>	Head of Engagement & Philanthropy
<b>Direct Reports:</b>	None
<b>Workload:</b>	0.6 FTE
<b>Base Remuneration:</b>	Commensurate with experience
<b>Financial Delegation:</b>	None
<b>Non-Financial Delegation:</b>	None
<b>Budget Responsibilities:</b>	None

### POSITION PURPOSE

The Melbourne Holocaust Museum (MHM), founded in 1984 by Holocaust survivors has maintained a steadfast and enduring connection with volunteers throughout its history. This enduring connection with volunteers remains fundamental to the success of our world-class museum and Holocaust education programs.

The Volunteer Relationship Coordinator position is pivotal in ensuring the seamless alignment with the MHM Volunteer Framework, mission, and values, ensuring that volunteer resources support the smooth operation of our museum, programs, services, and events. The Volunteer Relationship Coordinator collaborates with People & Culture Manager and MHM managers and specialists to facilitate a positive and productive volunteer experience for our MHM volunteers. This role demands an engaged, hands-on approach, ensuring that MHM fosters a welcoming, warm, and inclusive environment for our dedicated volunteer community.

### KEY RESPONSIBILITIES

- 1. Recruitment, Onboarding and Lifecycle**
  - Collaborate with the People & Culture Manager to develop and implement strategies for recruiting volunteers, ensuring a diverse and committed MHM volunteer community that is a cultural fit to the institution.
  - Support internal managers with recruitment and onboarding of new volunteers
  - Ensuring MHM volunteer framework and strategies are supported and has sufficient trained volunteers to meet its requirements
  - Assist in the orientation sessions for new volunteers, providing information about the museum's mission, policies, OHS obligations and specific roles.
  - Offboarding volunteers, including:
    - conducting exit interviews
    - providing reporting for continuous improvement.
- 2. Training, Development and Management:**
  - Provide ongoing support and professional development opportunities to enhance the volunteer experience.
  - Support managers with their professional development and training of volunteers
  - Ensure all volunteer professional development is documented in ThankQ
  - Support managers with effective scheduling of volunteers
  - Ensure any issues with volunteers are communicated to the People & Culture Manager
  - Supporting managers with scheduling as required.
- 3. Communication:**

- Manage all communication with people expressing interest in volunteering, throughout the life cycle of their enquiry.
  - Foster open and effective communication channels, so that volunteers have a means to convey any issues or challenges they are experiencing
  - Collaborate with the Communications and Marketing Specialist to produce the volunteer communication bulletin - keeping volunteers informed about museum events, updates, and opportunities – as well as other communications with volunteers.
4. **Volunteer Engagement and Stewardship:**
- In line with the MHM Volunteer Framework, and in collaboration with the People & Culture Manager, develop and implement recognition programs to acknowledge the contributions of volunteers
  - Express appreciation for our volunteers' time and dedication through various initiatives and events.
  - Develop strong relationships with existing and new volunteer community members to ensure their experience at the Melbourne Holocaust Museum is positive, and makes them feel valued and appreciated.
  - Nominate volunteers for external awards, including but not limited to local government, state and national, and third-party organisation awards.
  - Conduct regular feedback such as Volunteer Engagement Surveys to assess and improve the MHM volunteer program
  - Advocate for philanthropic opportunities within MHM with MHM volunteers and the broader community.
5. **Database Management:**
- Maintain an organised and up-to-date volunteer database, tracking volunteer hours, skills, professional development and preferences.
6. **Reporting**
- Provide monthly, quarterly and annual reporting to Head of Engagement & Philanthropy.
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## KEY SELECTION CRITERIA

### 1. Education/Qualifications

The appointee will have at least 5 years + experience in volunteer coordination or in a related field. Qualifications in Certificate IV in volunteer management, preferred.

2. Checks/Memberships:
- a. Working With Children Check
  - b. National Police Check
  - c. Third party Security Check
  - d. First aid certification (including CPR and paediatric first aid) (preferred)
3. Knowledge and Skills
- a. Proficient in a range of software applications including CRM/database software (thankQ preferred), MSO applications,



- b. Good analytical and problem-solving skills; ability to establish and achieve priorities and meet deadlines.
  - c. Excellent communication and interpersonal skills.
  - d. Strong attention to detail and a dedication to data integrity.
  - e. Experience in managing staff and volunteers.
  - f. Excellent organisational skills, flexibility, and ability to handle unexpected situations.
  - g. Clear and articulate written and verbal communication skills.
  - h. Proven ability to liaise at all levels within the organisation and external organisations, i.e. schools, visitors and vendors
  - i. Strong interpersonal skills.
4. Personal Attributes:
- j. Ability to network, genuinely build rapport and create authentic connections and relationships.
  - k. Motivated self-starter who loves to take initiative.
  - l. Enthusiastic team player who works well independently.
  - m. Commitment to quality, continuous improvement, occupational health and safety, and risk management.
  - n. Proactive, values driven, resilient and honest.
  - o. Outcome focussed with an attitude of applying best practice to all endeavours.
  - p. Ability to manage workload, including setting up and overseeing volunteers to perform tasks innovatively and creatively.
  - q. Work compassionately and respectfully with colleagues, volunteers, survivors, and all stakeholders
  - r. Understanding of working within the Jewish Community preferred
  - s. Passionate about joining an organisation committed to combating antisemitism, racism, and prejudice in the community, and fostering understanding between peoples.
5. Work practices reflect MHM Core Values
- e. *Values alignment*: ability to demonstrate and authentically promote MHM values.
  - f. *Leadership*: ability to be flexible, innovative, and proactive; leading by example to build a positive, collaborative, and effective work environment.
  - g. *Professionalism*: maintain relationships with staff, consumers, volunteers, and key stakeholders that are respectful, inclusive, and collaborative; meet program performance indicators and targets; support the organisation to embed values and deliver on strategic goals.
  - h. *Cultural Awareness*: understand the importance of diversity and embed this within your team; advocate for a diverse and culturally rich workplace; foster inclusive practice.
  - i. *Consumer Focus*: prioritise the needs of the consumer; embed contemporary consumer focused practice and seek innovative and creative ways to provide consumer choice.

#### OTHER JOB-RELATED INFORMATION

- a. Details of this position description may be varied from time to time to better align with the organisational requirements for the role, this will be done by agreement with the incumbent.
- b. The duties undertaken within the role may differ from those penned herein, and it is expected for the incumbent to be open to and willing to take these on as organisationally required.
- c. Training in specific technology software may be required.



- d. There may be peak periods of work during which taking of leave may be restricted.
- e. We are a small organisation and at times all team members may be required to perform reasonable duties beyond the scope of their role.
- f.

#### LEGAL COMPLIANCE

Ensure you are aware of and adhere to legislation and Centre policy relevant to the duties undertaken, including but not limited to: Child Safety, supporting children and young people; Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest; Paid Outside Work; Privacy; and Code of Conduct.