

Position Description

Position Title	Volunteer Coordinator
Position Number	30028837
Division	Strategy and Community Affairs Division
Department	Volunteer Services
Enterprise Agreement	Health and Allied, Managers and Administrative Workers (Victoria Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification Description	Grade 3 L1-L5
Classification Code	HS3 – HS25
Reports to	Director, Volunteer Services
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Strategy and Community Affairs Division

The Strategy and Community Affairs Division Strategy and Community Affairs includes Strategy and Governance, Corporate Affairs, Fundraising and Volunteer Services. All four teams work to advance the organisation's key priorities, values and vision. Areas of focus include Strategic Planning, coordination of governance and Board reporting, internal and external communications, media management, government relations, fundraising, management of the volunteer program, and. Together, they support the entire organisation in their pursuit of Excellent Care. Every Person. Every Time.

The Volunteer Services Department

The Volunteer Services team focuses on the recruitment, retention and community engagement of all Bendigo Health volunteers who generously give their time to assist patients, residents and staff. The team includes the Director, Volunteer Services, a Palliative Care Volunteer Co-ordinator, Home and Community Care Program for Younger People (HACCPYP) Volunteer Coordinator and an Administrative Support Assistant. Easy to spot in their bright red shirts, our volunteers provide a valuable role in the patient/resident/visitor experience of health care at Bendigo Health. Collectively our volunteers contribute 1,000s of hours each year and support many tens of thousands of people being cared for by our health service annually. Volunteers are integral members of our Bendigo Health family.

The role of the volunteer can now be broken down into the following categories:

1. Providing basic administrative support within our health service
2. Providing companionship, practical and emotional support to patients, residents and visitors
3. Providing transport to our patients, residents and clients where appropriate
4. Providing spiritual care and support to patients, residents and visitors
5. Providing a consumer perspective via feedback or lived experience on specific areas/programs to help us with ongoing improvements to our health service.
6. Providing support for fundraising or other health service events

The Position

Volunteers are an integral part of Bendigo health and this position works in conjunction with the Director of Volunteer Services in supporting the targeted recruitment of volunteers and providing management and co-ordination of new and existing volunteers with the organisation.

The volunteer program is based on addressing the needs of the organisation and providing an exception health experience for patients, residents and visitors. This position will support the targeted recruiting and matching appropriate volunteers to the various roles which is key to meet service demand, provide a positive experience for our consumers as well as ensure that all volunteers giving their time feel well prepared, engaged, supported and positive about volunteering at Bendigo Health.

Responsibilities and Accountabilities

Key Responsibilities

- Undertake a key role in the development and implementation of a targeted volunteer recruitment and marketing plan.
- Actively promote the volunteer program and the broad impact it has both within and external to the health service.
- Coordination of volunteers throughout the recruitment and placement process working directly with other members of the team and throughout the organisation using high level of interpersonal skills to foster team cohesiveness in the context of a volunteer-based service.
- In conjunction with the Director, Volunteer Services participate in the process to recruit and select Volunteers for the volunteer program, and match them to areas of organisational need and best fit for the volunteer and the health service.
- Autonomously organise and oversee day to day activities in line with the volunteer recruitment and marketing plan, within clearly defined parameters, standards, budgets and timeframes.
- Develop process for evaluating the specifics of onboarding, placement and early commencement of new volunteers including training provided to help assess the efficacy and level of positive experience of joining Bendigo Health in consultation with volunteers, staff and management.
- Responsibility and accountability for the efficient, effective management of all matters relating to volunteers, whilst identifying processes, tasks and resources required to achieve individual and group goals and track progress of these.
- Provide leadership, co-ordination and administration (including rostering) of volunteer activities, and support for volunteers who work across the entire health service inclusive of the Acute, Sub-Acute, Residential Aged Care, Palliative Care and Community Services as well as volunteers supporting our organisation.
- Actively raise awareness of the role of volunteers within the organisation while seeking improvement opportunities and ways to innovate and encourage others to do the same.
- Coordinate volunteers to ensure that volunteer program goals are met, and policies/procedures are adhered to under the supervision of a senior manager, whilst being an escalation point for staff grievances and subsequently, recommend actions to be taken.
- Assist in the ongoing development and delivery of professional development opportunities, induction and ongoing training programs for new and existing volunteers and encourage them to participate.
- Represent Bendigo Health at a state-wide level through attending and actively contributing to sector network meetings or professional conferences that are deemed appropriate.
- Assist in reviewing and developing new policies and procedures which relate to volunteers whilst ensuring all documentation is aligned with state wide and best practice guidelines for volunteer management and coordination (Volunteering Australia's National Standards for Volunteers. Involvement) in collaboration with the Director, Volunteer Services.
- Develop and implement quantitative and qualitative reporting systems that deliver meaningful metrics with a view to use the information to benchmark service levels and measure improvements to service standards, whilst identifying the employment trends of volunteers.
- Actively engage with volunteers to ensure that their emotional wellbeing needs are met, through activities such as follow-ups and post-incident debriefing etc.
- Apply for awards for the volunteer program, both within the health service and externally.

Other duties as directed and in line with LOHVE competency framework for health volunteer management.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. High level experience in recruiting, working with and supporting Volunteers and demonstrated experience in personnel management.
2. Excellent people skills with an ability to connect and build positive rapport with people at all levels and of all backgrounds both internally and externally.
3. Excellent organisational skills and an ability to prioritise workloads in order to meet deadlines.
4. Ability to work as part of a team with a personal approach which is positive and enthusiastic.
5. Advanced problem-solving skills taking into consideration factual information, clients and customers with a view to resolve problems in conjunction with Bendigo Health's core values.
6. Strong written and verbal communication skills including attention to detail required for the production of high-level publications and the capacity to deliver oral presentations.
7. Experience and/or relevant certificates in computer applications and/or office administration and demonstrated experience in accurate and timely data entry.

Desirable

8. Diploma level or tertiary qualifications in business administration, health or a comparable qualification and/or the equivalent of 2-3 years' experience working in a similar field.
9. Sound knowledge and experience in effectively applying and coaching in Alternative Dispute Resolution methodologies including early intervention and conflict resolution.
10. Demonstrated experience in Human Resource Management processes.

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

Drivers Licence A current Victorian driver's licence is required for this position.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.