

Position Description

Position Title	Volunteer Coordinator
Position Number	30028837
Division	People and Culture
Department	Volunteer Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2025-2027
Classification Description	Administrative G3 L1 – G3 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
Mandatory Requirements	• National Police Record Check • Working with Children Check • Drivers Licence

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

Volunteers are an integral part of Bendigo Health and this position works in conjunction with the Director, Volunteer Services and the Managers responsible for the portfolios allocated to individual volunteer coordinators. This role will require the incumbent to support the marketing, recruitment, training and ongoing education, program development and support for volunteers within your portfolios and more broadly across Bendigo Health.

Responsibilities and Accountabilities

As a Volunteer Coordinator at Bendigo Health, you will support the Director, Volunteer Services to deliver a professional and responsive volunteer program that meets the current needs of our health service and the patients, residents and consumers we serve. Central to the role is creating a positive and rewarding volunteer experience where volunteers feel valued, engaged and proud of their contribution they make.

Volunteer Coordinators are responsible for the effective coordination and management of designated volunteer programs and portfolios, ensuring they align with organisational priorities and service needs. This includes building and maintaining productive relationships with volunteers and key internal and external stakeholders, and contributing to the ongoing development and improvement of volunteer services through operational planning, performance monitoring, achievement of key performance indicators and effective reporting.

As a Volunteer Coordinator you will have responsibility over specific areas and/or portfolios which may also require specific volunteer supports and program development reporting based on the expectations by area.

Key Responsibilities

Marketing and Recruitment

- Support the development and implementation of the current targeted volunteer recruitment and marketing plan as directed.
- Actively promote the volunteer program and the broad impact it has within and external to the health service.
- Support the recruitment and placement process, working directly with other members of the team and throughout the organisation using a high level of interpersonal skills to foster team cohesiveness in the context of volunteer-based services.
- In conjunction with Director and Team of Volunteer Services, participate in the process to recruit and select volunteers suitable for Bendigo Health and are the best fit for relevant roles within your portfolios and that will aid in addressing organisational need.

Orientation and Education

- Under the direction of the Director, Volunteer Services and in conjunction with the Volunteer Services Team support and participate in facilitating volunteer orientation and relevant volunteer education to support volunteer knowledge and skills that enhance the experience of our patients and residents.
- Stay abreast of relevant trends and changes to expectations, requirements and needs of volunteers to bring to the attention potential need to training or education for volunteers based on health service or government expectations.
- 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.

- Develop processes 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.

Program Coordination and Development

- 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. For clarity, the coordinator may be required to escalate matters requiring management consideration to the Director, Volunteer Services where necessary.
- Provide leadership and actively raise awareness of the role of volunteers internally and externally while seeking feedback and improvement opportunities and using these to innovate and develop the volunteer programs and activities.
- 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, escalate to Director, Volunteer Services for actions to be taken.
- Represent Bendigo Health through attending and actively contributing to sector network meetings, using these occasions to stay abreast of volunteering trends and issues and bringing this information back and adapting programs accordingly to ensure our programs remain relevant.

Ongoing Supervision and Celebration

- Actively engage with volunteers to ensure that their emotional wellbeing needs are met, through activities such as regular meetings, follow-ups, and post-incident debriefing etc.
- Participate in volunteer activities that enhance volunteer wellbeing, knowledge and connection such as Information Sessions, Monthly Walking Groups, National Volunteer Week and International Volunteers Day.
- Actively seek new and innovative ways to celebrate the contribution of volunteers that will enhance pride and engagement for volunteers and organisation
- Under the supervision of the Director, Volunteer Services apply for awards for the volunteer program or individual volunteers who go above and beyond to support our organisation.

Leadership and Reporting

- Participate in all Volunteer Services team meetings as well as portfolio area meetings as required by providing updates on current activities and/or issues of concern within your portfolio to enhance knowledge of the volunteer program and to drive positive change.
- Contribute to the organisational strategic plan and the volunteer services operational plan, ensuring KPIs are met and reported on monthly as set out by the Director, Volunteer reporting and KPIs.
- Participate in regular reporting of targets allocated to the role and key volunteering activities within your portfolio.
- Be an example of professionalism and positivity for and on behalf of Bendigo Health.

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

Key Selection Criteria

Essential

1. Demonstrated previous experience in Human Resource or Personnel Management such as recruiting, working with, and supporting staff or volunteers, that displays positive people skills and ability to connect and build positive rapport with people at all levels and backgrounds.
2. Demonstrated experience of working positively and enthusiastically within and across teams that shows ability to be open and consider all points of view, capacity to negotiate with others to reach a mutually positive outcome and ability to receive and act on feedback where appropriate.
3. Demonstrated excellent organisational and multi-tasking skills showing the ability to autonomously organise and prioritise workloads and people to meet deadlines with the capacity to pivot as required or as directed.
4. Demonstrated experience in leading or supporting people in complex and evolving environments with ability to deal with people in distress, ability to problem solve, support dispute resolution or establish other methodologies such as early intervention and conflict management for staff or volunteers.
5. Demonstrated advanced verbal and written communication with both experience and self-confidence in presenting to groups of people, facilitating education or providing information or updates to leadership groups, staff, volunteers or community groups.
6. Demonstrated ability to collect, analyse and interpret data, prepare accurate and timely reports, and present complex information in a clear and meaningful way to support stakeholder understanding and informed decision-making.

Desirable

7. 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.
8. Sound knowledge and experience in effectively applying and coaching in Alternative Dispute Resolution methodologies including early intervention and conflict resolution.
9. Demonstrated experience in Human Resource Management processes.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the Victorian Government's Code of Conduct
- Uphold Occupational Health and Safety responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all Bendigo Health policies and procedures, including those related to clinical, managerial, and standard work practices.
- Follow Infection Control procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain strict confidentiality regarding all organisational, patient, and staff information.
- Engage in continuous quality improvement activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect diversity, fostering inclusive practices in the workplace and service delivery.

- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

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.