

Position Description

Position	Volunteer Coordinator
Reports to	Executive Officer
Internal stakeholders	Volunteers, COUCH staff, contractors
External stakeholders	COUCH clients, prospective volunteers, event stakeholders, volunteer organisations, FNQ community
Hours	15 hours per week

Position Summary

The Volunteer Coordinator fosters community spirit and administers the volunteer program, ensures existing volunteers are nurtured and fulfilled, and recruits new volunteers to ensure adequate centre-based and event support, enhancing community participation for COUCH and improving social connections for volunteers.

Key Responsibilities & Performance Criteria

Volunteer Management	Measures
<ul style="list-style-type: none"> Recruit suitable volunteers for centre-based and event roles aligned with operational needs. Coordinate onboarding, induction, training and ongoing skills development. Develop and manage volunteer rosters, ensuring adequate daily coverage and backfill during leave periods to ensure coverage for centre support, gardening café and other volunteer duties as required. Coordinate set-up and pack-down requirements for group classes and venue hire bookings as required. Activate, induct and support volunteers at events. Identify and attend community engagement opportunities to promote volunteer involvement. Maintain regular communication with volunteers and monitor satisfaction and wellbeing. Identify growth and development opportunities to enhance volunteer engagement and contribution. Conduct annual volunteer performance and satisfaction reviews. Manage and resolve volunteer complaints and concerns in a timely and pro 	<ul style="list-style-type: none"> Quarterly growth and retention of volunteer numbers Development and maintenance of an active “backup” volunteer pool to ensure operational continuity. Weekly volunteer roster completed and distributed on time with minimal service gaps. Monthly engagement touchpoints with volunteers (individual or group) including monthly newsletter. Positive volunteer satisfaction trends (via feedback, surveys or reviews). Timely resolution of complaints and concerns in line with organisational policy. Compliance with WHS, safeguarding and legal requirements (no preventable breaches). Event volunteer coverage achieved for all scheduled events. Regular identification and reporting of operational or safety risks. Demonstrated collaboration with staff to support service delivery outcomes.

<p>Administrative</p> <ul style="list-style-type: none"> • Maintain an accurate and up-to-date Volunteer Handbook, reviewed annually or as required. • Maintain compliant and confidential volunteer personnel files, including required documentation and checks. • Coordinate and monitor completion of police checks, Working with Children Checks and any role-specific compliance requirements. • Maintain current volunteer role descriptions and undertake annual review. • Develop and update volunteer-related administrative documents (policies, procedures, forms and templates). • Identify and prepare suitable grant submissions to support volunteer program development and sustainability. • Prepare and distribute a monthly volunteer newsletter to support engagement and communication. 	<p>Measures</p> <ul style="list-style-type: none"> • 100% of active volunteer files complete and compliant (police checks, WWCC and required documentation current). • Volunteer Handbook reviewed and updated annually. • All volunteer role descriptions reviewed annually and updated as required. • Volunteer policies and procedures reviewed annually to maintain compliance and best practice. • Monthly volunteer newsletter distributed consistently. • Identification and submission of appropriate grant opportunities to support the volunteer program. • Accurate and confidential record-keeping maintained in line with legal and organisational requirements.
<p>Volunteer Recognition Program</p> <ul style="list-style-type: none"> • Design and implement a structured Volunteer Recognition Program aligned with organisational values. • Coordinate appropriate recognition initiatives, including internal acknowledgements and external award nominations. • Organise quarterly volunteer meet-ups to foster connection, appreciation and community. • Acknowledge key volunteer milestones (e.g. birthdays, service anniversaries and contribution milestones). 	<p>Measures</p> <ul style="list-style-type: none"> • Volunteer Recognition Program implemented and reviewed annually. • Volunteer milestones acknowledged consistently and in a timely manner. • Minimum of four volunteer engagement events delivered per year. • Strong participation rates at volunteer meet-ups. • Positive volunteer feedback regarding recognition and sense of belonging. • Demonstrated contribution to volunteer retention and engagement outcomes.
<p>Café</p> <ul style="list-style-type: none"> • Provide oversight and coordination of volunteer-led café operations to ensure smooth daily functioning. • Develop, implement and maintain a Café Procedures Manual, including food safety, hygiene and operational standards. • Ensure volunteers are trained and supported to meet food safety and customer service expectations. • Review menu options regularly and identify opportunities for new options aligned with healthy living principles and client needs. 	<p>Measures</p> <ul style="list-style-type: none"> • Five-day café volunteer coverage is maintained with minimal service disruption. • Current Café Procedures Manual in place and reviewed annually. • Compliance with food safety, hygiene and WHS requirements. • Volunteers trained in relevant food handling and safety requirements. • Menu reviewed periodically, with healthy and client-aligned offerings introduced where appropriate. • Positive feedback from clients, visitors and staff regarding café experience and menu offerings.

Business Support	Measures
<ul style="list-style-type: none"> • Provide back-up phone coverage and frontline support to the Care Hub as required • Provide backup operational support to the Care Hub during periods of staff leave, peak demand or unforeseen absence. • Escalate clinical or sensitive matters appropriately to the Care Team. 	<ul style="list-style-type: none"> • Consistent phone coverage maintained during operational hours. • Seamless service continuity during staff leave periods. • Appropriate escalation of client matters in line with organisational protocols. • Positive feedback from Care Team regarding reliability and responsiveness of support.
Team	Measures
<ul style="list-style-type: none"> • Role model and promote the values of the organisation, with individual actions contributing to the success and reputation of COUCH • Complete all other duties as assigned 	<ul style="list-style-type: none"> ▪ Individual actions and contributions enhance the success and reputation of COUCH. ▪ Learning and development needs identified. ▪ Compliance with policy, standards, and WHS regulations.

Required Education, Training, Knowledge and Experience

Essential

- Excellent written and verbal communication skills, including proficiency in computer and Microsoft applications.
- Strong time management skills and the ability to prioritize flexibly and adaptively, including responsiveness to change management.
- Current satisfactory police and working with children checks.
- Current unrestricted driver's license.
- Experience working in or with a volunteer organisation.
- Availability on weekends and after hours to support events.

Personal Attributes

- Exceptional communicator, with empathy, respect, and compassion.
- Ability to use judgement, initiative and common sense when performing duties.
- Strong organisational skills that reflect the ability to perform and prioritise multiple tasks seamlessly with excellent attention to detail.
- Highly developed decision-making skills, which demonstrate initiative and creativity.
- High level of emotional maturity, intelligence and confidentiality
- Highly resourceful team-player with the ability to also be extremely effective independently.
- Forward looking thinker who actively seeks opportunities and proposes solutions.