

Nillumbik Shire Council Position Description

Our Vision, Values and Customer First Commitments

The way we work together and provide services to the Nillumbik community is guided by a culture reflected in Nillumbik's vision and values. All employees are expected to embrace our vision and make a genuine commitment and contribution to the organisation's values and customer first commitments. Nillumbik Shire Council is committed to making reasonable adjustments to provide a positive, barrier-free and supportive workplace.

Community is at the heart of the Shire of Nillumbik. We work to keep our community engaged, connected, active and supported in a healthy, safe and sustainable environment. The Community Vision – Nillumbik 2040 captures the essence of what is most valued about our community and our Shire. Our Vision is centred on the themes of: Our People, Our Place, Our Future and Our Council.

Nillumbik's values

Respect	
Integrity	
Collaboration	
Adaptability	
Community	

Our Customer First Commitments

1. Empathetic
2. Consistent
3. Effective
4. Simple



Our Customer First Commitments represent our efforts, thinking and aspirations to deliver a great experience to our customers both internally and externally.

Our Customer First Commitments	What this means to us
Empathy	We listen, understand and respect our customers
Consistent	We provide accurate, timely and transparent information
Effective	We focus on quality processes and outcomes
Simple	Our processes, documentation and information are easy to obtain and follow

Nillumbik Shire Council Position Description

Position Title:	Volunteer Development Officer
Position Number:	0622
Classification:	Band 6
Tenure:	0.6 EFT permanent, ongoing
Directorate:	Community Services
Department and Unit:	Disability Inclusion and Volunteering Unit
Reports To (Title):	Coordinator Disability Inclusion and Volunteering
PD approved by (Manager or Director Title):	Manager Community Programs
Date approved by Manager or Director:	March 2025
Date approved by HR:	March 2025

1. Position Purpose

This position forms part the Community Services Directorate, within the Disability Inclusion and Volunteering Unit.

The Volunteer Development Officer works in partnership with Managers of Council's volunteer programs to increase the profile of volunteering and improve the quality of volunteer management. This includes systems, policies, procedures and resources that enhance volunteer impact, risk management and sustainability. The role also aims to influence lasting change through partnerships and facilitation.

Required work extends across Council volunteer programs including, but not exclusive to, transport, health, disability, family, emergency relief and recovery, education and environment.

2. Position Objectives

This position supports Managers of Council's volunteer programs, to:

- Review volunteer management practices and processes across Council in order to identify any gaps and assess organisational needs
- Develop, implement and evaluate volunteering that is in line with National Standards for Volunteer Involvement and addresses OHS and legislative requirements.
- Support volunteer resources and information
- Develop and implement a volunteer recognition program that acknowledges volunteer contributions
- Develop Nillumbik's volunteer managers' community of practice
- Administer a volunteer management system to ensure volunteer records are captured, maintained and easily stored and retrieved by Council employees.

3. Key Result Areas

The role of the Volunteer Development Officer aims to increase the quality of volunteer management across Council Programs by developing, enhancing and supporting volunteer related processes and activities.

Key result areas include:

3.1 Project Support

- Provide access to tools for volunteer managers to ensure that they are able to meet the needs of volunteers, including people with disability.
- Promote the work volunteers do within Council and in the Nillumbik community.
- Identify and provide staff professional development appropriate to program delivery.

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- Maintain materials for volunteer services that outline responsibilities relating to Occupational Health & Safety (OH&S), Risk Assessment, Access and Inclusion, Equal Opportunity, Bullying and Harassment, Privacy and Confidentiality, Codes of Conduct, recruitment, training, reimbursement, support and recognition of volunteers.
- Develop and support inclusive and accessible induction processes for Council volunteers.
- Develop, review and maintain information, tools and resources including a Volunteer Handbook, Volunteer information on Council's internet and intranet site, the internal Volunteer Framework, Volunteer Manager's Toolkit, and training resources; to ensure that both volunteers and volunteer managers are aware of their roles and responsibilities
- Support the management of systems to record human resource information for Council volunteers.
- Support the development of accessible systems to allow volunteers to register for opportunities within the Shire
- Develop and support Council's Volunteer Recognition evening to formally recognise Nillumbik volunteers, including National Volunteer Week celebrations and promotion of volunteering in Nillumbik.

3.2 Continuous improvement

- Enhance existing volunteer resources available to volunteer managers, as required.
- Collect and report evidence of volunteers' contribution to Council and the Nillumbik community.
- Ensure volunteer managers consider how they can reduce barriers to participation when reviewing or developing volunteer programs.
- Create an annual implementation plan (using the internal Volunteer Framework) to guide Managers of Council's volunteer programs and improve volunteer outcomes
- Work with program areas to ensure that appropriate resourcing and training is available to support volunteers participating in Council programs
- Encourage an environment where innovation, continuous improvement and recognition is emphasised and rewarded.
- Promote and encourage flexibility and efficient collaboration throughout the organisation by supporting and addressing or referring opportunities and challenges facing the organisation.
- Contribute to the development, monitoring and review of volunteer procedures to ensure continuous improvement and support implementation as required.
- Document, collate and analyse volunteer feedback for the purpose of continuous improvement.

3.3 Customer service and relationships

- Ensure that Council's objective of customer service excellence is reflected in day to day operations by providing responsive, timely and high quality follow-up to enquiries, service requests and complaints from all customers.
- Establish working relationships that support a collaborative working environment, both internally and externally.
- Fosters and builds relationships at all levels throughout the organisation.
- Contribute to a positive workplace by communicating with and respecting colleagues and participating in team meetings, workshops and events.

3.4 People, culture, safety, health and wellbeing

- Demonstrate organisational values and actions that align with the organisation's expectations and vision.

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- Ensure compliance with Council policies, procedures and legislative requirements in the areas of human resources, occupational health and safety, equal opportunity, anti-discrimination and other industrial instruments.
- Create, maintain and foster a safe work environment at all times and perform all duties in a manner that ensures personal health and safety, and that of others in the workplace, and the general public.
- Support community and Council preparedness in emergency volunteer management

3.5 Financial administration

- Provide effective financial administration and compliance to Council's Procurement Policy and Procedural Guidelines, undertaking preparation, management and reporting of any allocated budget and maximising the financial benefit of all allocations.

3.6 Legal Compliance

- Maintains an awareness of and adheres to relevant Acts, Regulations, Council policies and procedures relevant to the duties undertaken, including:
 - Equal Employment Opportunity, supporting equity and fairness
 - Occupational Health and Safety, supporting a safe workplace
 - Risk Management, reducing the opportunity for fraud
 - Emergency Management, Business Continuity to support ongoing service delivery
 - Privacy, Confidentiality and Conflict of Interest maintaining the integrity of Council
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 - Child Safety Standards and Reportable Conduct

4 Job Characteristics

4.1 Accountability and extent of authority

Working in consultation with the Coordinator, this position is accountable for and has the authority to:

- Provide advice and accurate information to stakeholders in regards to policies, strategies and systems, subject to regulations, policies and regular supervision
- Ensure volunteer policies, procedures and recruitment practices comply with Equal Opportunity and Risk Management requirements and Council's policies, including the Equal Opportunity and Anti-bullying and Violence Policy.
- Support the internal Volunteer Cross Functional Working Group.
- Generate draft documents and reports
- Undertake reviews and have input into the development of volunteer related policies

4.2 Judgement and decision making

With guidance and advice are usually available, the position is able to use judgement and decision making to:

- Ensure quality service delivery and the implementation of programs and services in accordance with agreed work and project objectives
- Solve problems by adapting previous experience and skills

4.3 Qualifications

- Qualifications in a relevant human service discipline and/or substantial experience in the volunteering sector.

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4.4 Experience

- Experience in volunteer program provision and development.
- Capable of developing relationships across a diverse range of stakeholder groups.
- Proven experience in identifying and securing grants, and other funding opportunities to support and enhance Council's work with community groups and volunteers.
- Experience in community engagement, customer service excellence and continuous improvement in service delivery

4.5 Specialist Skills and Knowledge

- Knowledge and experience of working with community and volunteers including developing volunteer opportunities, partnerships, policies and procedures across Council.
- Thorough understanding of the National Standards for Volunteer Involvement
- Ability to apply community development techniques, service planning and delivery.
- Proficiency in MS Office and experience in managing databases
- Ability to prepare relevant training programs for managers and volunteers

4.6 Management Skills

- Strong time management and priority-setting skills to accomplish a broad range of outcomes within broad parameters and with minimum supervision.
- Ability to work with volunteers of all ages, as well as other stakeholders.
- Knowledge of Equal Opportunities and Occupational Health & Safety, and ability to implement these when developing policy and guidelines on the recruitment and supervision of volunteers.

4.7 Interpersonal Skills

- Demonstrates behaviours in line with Council's Values with working with others including colleagues and the community – Respect, Integrity, Collaboration, Adaptability, Community (Mandatory)
- Ability to communicate with a diverse range of people.
- Capable of working independently and as part of a team to facilitate a broad range of outcomes.
- Ability to gain co-operation and assistance from Council staff and community stakeholders.
- Preparation of a high standard of written communication, in particular correspondence, policies, procedures and promotional material.

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5 Physical Requirements

Council will consider all reasonable adjustments.

Posture	<ul style="list-style-type: none">• Sitting at a desk, work station or in meeting rooms• Driving a vehicle to other locations, as required• Standing and bending• Walking on uneven surfaces
Upper Limb / Body	<ul style="list-style-type: none">• Some reaching above shoulder and bending below the knee to access files and books• Some handwriting• Some sustained neck flexion may be required when reading documents
Trunk	<ul style="list-style-type: none">• Some twisting, e.g. access desk drawers, collecting water bugs from the dam• Carrying items, e.g. materials for the program• Bending below the knee
Work Environment	<ul style="list-style-type: none">• Outdoor in varying temperatures in line with Council Heat and UV procedures• Indoor air conditioned offices with carpeted floors• Adjustable work station• Adjustable chair provided
Weights	<ul style="list-style-type: none">• Lifting weights up to approximately two reams of A4 paper
Other	<ul style="list-style-type: none">• Interacting with internal and external customers• Simultaneously talking on the telephone and writing down notes• Climbing of stairs between levels (shire office also has a lift available) or to get in or out of workplace.

6. Key Selection Criteria

(Listed below are the essential attributes in that will be assessed in selecting the successful candidate. Please address these in your application)

- Qualifications in a relevant human service discipline and/or substantial experience in the volunteering sector.
- Experience developing, enhancing and supporting a range of volunteer related programs, policies, procedures and activities.
- Thorough understanding of the National Standards for Volunteer Involvement.
- Demonstrated ability to build relationships across diverse stakeholder groups.
- Capacity to be self-motivated and work independently, while demonstrating commitment to working as part of a team.
- Excellent oral and written communication, presentation and negotiation skills.
- Current Victorian drivers licence (desirable).

7. Other relevant information

- This position requires a pre-employment police check. This check will be organised by Nillumbik Shire Council as part of the recruitment process. Permission will be sought prior to this check being undertaken.
- This position requires a pre-existing injury and medical declaration form. This form will be provided to you for completion by Nillumbik Shire Council as part of the recruitment process.
- This position requires a Working with Children Check. The successful applicant must provide a copy of their WWC Check Card to Nillumbik Shire Council prior to commencement for placement on their Personnel File, and notify the Department of Justice within 21 days of commencement of employment with Nillumbik Shire Council.
- The incumbent **will** be required to work on weekends and evenings dependant on the requirements of programs, projects and community consultations.
- This position requires evidence of qualification documentation.

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8. Recruitment information

Nillumbik Shire Council is committed to equal employment opportunity and encourages applications from people with disability, First Nations people and gender diverse people. Applicants will be considered based on merit as per relevant skills, qualifications, and experience. We are committed to providing a safe working environment that embraces and values child safety, diversity and inclusion. Nillumbik Shire Council prides itself on being a child safe organisation and has zero tolerance for child abuse.

Applicants must have, and provide proof of, the legal right to work in Australia.

The successful applicant will be required to sign a copy of the Position Description to state that they have read and understood and agree to all requirements.

9. Application information

To obtain any additional information regarding this position, please contact **Angela Lampard**, Coordinator Disability Inclusion and Volunteering on (03) 9433 3355. Applications can be submitted online at [Nillumbik Website](#) until **Friday 28 March 2025**. Apply now - we will be shortlisting as we receive applications and may close the advert early if the position is filled before the closing date.

Nillumbik Shire Council is committed to making reasonable adjustments to provide a positive, barrier-free and supportive workplace. With one in five Australians identifying as having a disability, Council is committed to providing the best possible experience for everyone, regardless of their ability. This position description can be provided in an alternative format, by request. Applicants being offered an interview with Council are encouraged to advise if any adjustments are required to support them during the interview process. If you need any support or reasonable adjustments at any stage during the recruitment process, please contact Human Resources at hrrmail@nillumbik.vic.gov.au