



POSITION DESCRIPTION

TITLE:	People and Culture Coordinator (Volunteer Engagement Focus)
BUSINESS UNIT/DEPARTMENT:	Sustainability
TYPE OF EMPLOYMENT:	Part-time
EFFECTIVE DATE:	August 2022
REMUNERATION:	SACS Level 4
REPORTING RELATIONSHIP:	People and Culture Advisor

RESPONSIBILITIES

Our Purpose

Hutt St Centre's vision is an end homelessness. Our mission is to advocate with and empower people at risk of or experiencing homelessness, supporting them to rebuild their lives on their pathway to a suitable home.

Your Purpose

The People and Culture Coordinator will be responsible for the day to day resourcing, coordination and management of Hutt St Centre's volunteer workforce. In addition, they will provide generalist human resources support to the People and Culture Advisor, assisting with end-to-end recruitment, responding to HR queries and general HR administration and tasks as required.

AUTHORITY TO ACT

Staff will support and operate within:

- Hutt St Centre Vision, Mission, Organisational Values and Strategic Plan.
 - Hutt St Centre policies, procedures, guidelines, Code of Conduct and Practice Framework.
 - Defined limits of delegated authority.
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KEY DUTIES

Recruitment

- Support the People and Culture Advisor and leadership team with creating position descriptions for both employee and volunteer roles
- Advertising volunteer and employee roles on appropriate channels as required
- CV screening, candidate management and reference checking for both employee and volunteer roles
- Undertaking interviews with prospective volunteers and participating in panel interviews for employee roles to support a fair and impartial recruitment process
- Running assessment centres for bulk volunteer recruitment when necessary
- Raising employment contracts for new and existing employees and collating the documentation for the employee files and payroll
- Responding to all applications – both solicited and unsolicited

Volunteer Coordination and Resourcing

- Develop strong, positive and diplomatic working relationships with volunteers, promptly respond to their queries and concerns
- Ensure all volunteers details are recorded on the Better Impact database and provide an overview of volunteers skills and availability

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- Use the skills and availability displayed in Better Impact to make recommendations for roles suitable for particular volunteers
- Liaising with corporate partners who have an ongoing volunteer shift and ensuring these volunteers are appropriately checked and inducted
- Recruit, roster and brief volunteers for special events such as Christmas Day, fundraising activities etc
- Review duties and tasks for volunteer assignments and ensure the most suitable volunteer is assigned
- Preparation of volunteer rosters and ensuring adequate volunteer support is provided daily, including replacing volunteers when they are absent due to holidays and illness
- Making adjustments to the regular rosters to accommodate Angels for a Day program
- Recruit, train and induct volunteers for all areas of the organization as required including long term position and short term events or programs
- Provide support to People and Culture Advisor to address volunteer performance issues and grievances.
- Initiate and coordinate assistance for feedback and managing expectations
- Ensure all volunteers complete online inductions and undertake any mandatory training
- Ensure strategic and operational issues which may affect volunteer contribution to the Centre are communicated to volunteers in a timely manner
- Work with leaders to identify volunteer roles and provide advice on what could be considered an appropriate role and duties for a volunteer
- Provide assistance in response to any complaints or performance concerns
- Regularly monitor and respond to volunteer enquiries through the volunteer inbox, including general queries of individuals and groups wanting to volunteer and managing expectations around this

Other HR assistance and support

- Coordinate tertiary and secondary student placement schemes by liaising with universities and schools and responding to all student enquiries about placements
- Assist with organising and arranging training for staff and volunteers
- Ensure compliance and legislative issues are addressed including ensuring employees and volunteers are up to date with relevant compliance checks - National Police Certificates and DHS Working with Children Checks, COVID-19 Vaccinations and Statutory Declarations (as applicable)
- Providing reminders to individuals whose checks are expiring soon and following up to make sure these are applied for and returned prior to the expiry date of the current check
- Monitoring and follow up of mandatory training requirements to ensure all employees and volunteers have undertaken the required training, including refresher courses when applicable
- Maintaining accurate records of mandatory training and checks in the induction system
- Ensure accurate employee and volunteer records are kept for all correspondence, contracts and other documentation both electronically and in the hard copy files
- Update and manage the induction of new volunteers and re-inducting volunteers where required
- Follow up of incomplete induction actions to ensure completion
- Maintain confidentiality at all times
- Prepare content on volunteering including positions vacant, outcomes, and achievements for Hutt St Centre communications such as website, newsletter, annual reports and social media posts
- Provide the People and Culture Advisor with general HR administrative support
- Responding to queries regarding employment and volunteering with Hutt St Centre
- Coordinating the Wellbeing Committee
- Any other duties as reasonably requested

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PERSONAL DEVELOPMENT

- Actively attend and participate professional development opportunities as required
 - Participate and actively contribute to Hutt St Centre development activities including completion of Hutt St Centre induction modules.
 - Actively contribute and participate in the yearly performance appraisal process.
 - Attend essential training such as Child Safe Environments and Cultural Awareness Training.
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EDUCATION/QUALIFICATIONS

- Tertiary qualifications in Human Resources or experience in a similar role involving volunteer management/ engagement.

OTHER REQUIREMENTS

- Maintain a satisfactory National Police Clearance (NPC).
 - Maintain a satisfactory Department of Human Services (DHS) Working with Children Check.
 - Unrestricted Driver's License.
 - Valid work rights.
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KNOWLEDGE, SKILLS AND EXPERIENCE

Essential knowledge, skills and experience

- Demonstrated experience in a generalist People and Culture Coordinator role or previous experience in working with a volunteer workforce.
- Ability to build and maintain strong relationships with key stakeholders is essential.
- Highly organised with a methodical approach to managing multiple tasks and shifting priorities.
- High attention to detail.
- Excellent written and verbal communication skills.
- Understanding and adherence to confidentiality and privacy.
- Self-driven with a high level of initiative.

Desirable knowledge, skills and experience

- Previous experience with a non-for-profit organisation regarded but not essential.
 - A knowledge and understanding of industrial legislation and the ability to interpret awards.
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I have read, understood and agree to the requirements outlined in this position description.

Name

Signature

Date