

## Position Description

<b>Position Title:</b>	Volunteer Programs Coordinator
<b>Appointed By:</b>	National Director
<b>Reports To:</b>	Operations and Programs Manager
<b>Term of Appointment:</b>	Full-time
<b>Location:</b>	Level 4, 262 Pitt Street, Sydney

### Organisational Profile

Frontier Services is a charity working with people in remote areas across 86% of Australia. We work with remote communities, First Nations communities and those on isolated properties and mining sites. We provide practical assistance and community recovery through volunteer assistance and Bush Chaplaincy to the people of remote Australia. Our mission is to support, link and empower the people of Outback Australia by creating connections and mobilising resources.

Frontier Services is an agency of the National Assembly of the Uniting Church Australia and works collaboratively both within and outside the Uniting Church in the work it undertakes.

### Outback Links

Outback Links is Frontier Services' national volunteer program that links passionate individuals with meaningful opportunities to make a difference in the lives of people in remote Australia. Through our network of registered volunteers, as well as collaborating with corporate and community partners, Outback Links connects those in need and remote communities with practical and pastoral assistance when they need it most. We offer support through our Year-round program, which places individual volunteers or couples onto farms or properties where support is needed, and our Group program, which brings together groups of volunteers to work together on several properties or community facilities in needing support.

## **Position Overview**

The purpose of this role is to effectively coordinate, deliver, and grow our Outback Links Volunteer Programs across remote Australia with a focus on Group trips. This involves engaging with property owners and community groups in need of practical support, and leading teams of volunteers - including registered volunteers and corporate and community partners - to deliver practical support. Working within the Outback Links team, the overall aim is to engage communities, develop strong relationships, and empower them to build their capabilities and resilience to lead healthy and fulfilled lives. This role is key to growing, diversifying and expanding support and volunteering opportunities for rural and remote communities across Australia.

## **Key Areas of Responsibility**

### **Group Trip Coordination, Delivery and Evaluation**

- Identify individuals in need of Outback Links support through engaging with Bush Chaplains, community leaders and other external stakeholders.
- Conduct interviews with support recipients to understand their challenges, needs and required support and develop group trips based on identified needs.
- Engage with the wider Frontier Services team to identify resources and funding opportunities to assist in the delivery of group trips.
- Collaborate with the Marketing and Communications team to produce effective promotional materials to support the engagement of group trips.
- Identify, evaluate, and strategically match volunteers with support recipients based on their requirements, skills and preferences, ensuring compatibility and effectiveness.
- Manage all aspects of group trips, including logistics such as travel, meals and accommodation arrangements.
- Oversee the effective, sustainable and successful delivery and evaluation of group trips ensuring the safety and wellbeing of support recipients, volunteers and partners is maintained at all times.
- Maintain regular communication with group trip participants to assess progress, address any concerns and provide ongoing support and guidance.
- Evaluate and document each placement following its conclusion to gather feedback and assess placement outcomes.

### **Recruitment, Retention and Recognition Coordination**

- Support the delivery of initiatives to attract new support recipients.
- Support the delivery of initiatives to attract and retain volunteers, including recognition and appreciation activities/events.
- Monitor, evaluate and report on the effectiveness of recruitment, retention and recognition initiatives.

### **Relationship Management**

- Establish, maintain, and nurture positive relationships with support recipients and volunteers, serving as their trusted point of contact and ensuring they feel safe, valued, respected, and supported throughout their engagement.
- Build and maintain strong relationships with external stakeholders and key partners including community organisations, local authorities, and other relevant organisations, to facilitate successful placements and collaborative initiatives.
- Manage sensitive issues in relation to support recipients and volunteers, and maintain strict confidentiality.

### **Administration**

- Maintain consistent communication with support recipients and volunteers through newsletters, updates and direct contact.
- Ensure Salesforce and Rosterfy are maintained regularly with current information and that all campaigns, communications and tasks are logged, tracked and followed up.
- Maintain Outback Links data and prepare monthly progress reports for senior management.

### **Key Stakeholder Relationships**

- Frontier Services staff and Bush Chaplains
- Frontier Services farmer network
- Frontier Services community contacts living in rural and remote Australia
- Frontier Services volunteer network
- Community, Corporate and Not-For-Profit (NFP) partners

### **Key Attributes Required**

- Ability to interact and communicate compassionately and effectively with people across remote Australia
- A strong desire to support people in rural and remote Australia to address the hardships and challenges they face.
- Culturally sensitive and have an understanding of the diverse cultural backgrounds across rural and remote Australia, in particular, First Nations people.
- Strong leadership skills with the ability to confidently lead and motivate individuals, including those you meet face-to-face for the first time.
- Able to confidently and safely manage sensitive issues concerning support recipients and maintain strict confidentiality.
- A willingness to embrace challenges as they arise and to work flexibly in support of the overall objectives of Frontier Services.
- A willingness and ability to work a flexible schedule, when required, including travel for projects in rural and remote Australia.
- A strong commitment to maintaining a safe working environment for both yourself and others in all situations.
- Abide by the policies and procedures of Frontier Services and the Uniting Church in Australia.
- Able to use limited resources effectively to implement successful programs.
- Undertaking additional duties as directed.

### **Core Competencies**

- **Communicates effectively**  
Communicates clearly and confidently. Influences through engaging others. Listens actively, while shaping conversations to ensure focus and understanding. Adapts communication style and medium to suit the situation and the audience.
- **Builds and leverages relationships**  
Works with others, across boundaries, to achieve objectives and help colleagues succeed. Respects diversity, supports and encourages others.

- **Focuses on service**  
Demonstrates commitment to providing outcomes for Frontier Services, partners, volunteers and remote communities.
- **Demonstrates personal excellence**  
Acts with integrity, protects sensitive information, and remains positive in the face of setbacks and obstacles. Understands own strengths and limitations and is focused on self-development. Lives out the organisation values of respect, compassion, hope, justice, integrity and innovation.
- **Focuses on quality outcomes**  
Takes personal accountability for own work, works according to goals, plans and priorities, adjusting actions to respond to changing circumstances, manages time effectively, delivers on commitments and meets deadlines.
- **Drives improvements and solutions**  
Carries out reviews and observes issues to find the root cause of problems. Anticipates and prevents recurring problems. Uses initiative, offers solutions and improvements and puts forward ideas for better work/ practices.

### **Measures of Success**

- Strong and growing relationships with communities and individuals in rural and remote Australia
- Well-managed, respectful, productive relationships with Bush Chaplains and corporate and NFP partner organisations
- Successful implementation of community-focused volunteer programs
- Growth in Volunteer programs through increases in;
  - New Farmer Registrations
  - Active volunteers in database
  - Number of volunteer projects completed
  - Number of Volunteer hours completed
- Positive promotion of Frontier Services to external audiences

- Effective use of limited resources including Bush Chaplains and head office team to implement successful programs

## **Position Specific Knowledge / Qualifications / Experience**

### **Essential**

- Experience in rural and remote Australia, understanding the issues and challenges for local communities
- Experience in volunteer program management and partnership building
- People leadership experience, including demonstrable management of effective teams
- Demonstrated ability to coordinate multiple projects at once
- Consultative manner and a commitment to a team-based approach, with a demonstrated ability to work as part of a close-knit team
- A capacity to use contemporary communication technologies
- Demonstrated strategic thinking
- Willingness and ability to travel to remote Australia
- A current Driver's License
- A National Police Check and a valid NSW Working With Children Check, and the ability to gain the equivalent within all States of Australia
- A valid First Aid Certificate or the willingness to obtain one.

### **Desirable**

- A willingness to work within the ethos and values of Frontier Services and the Uniting Church
- Familiarity with/understanding of the social, environmental, political and spiritual landscape, including the challenges and opportunities of regional and remote Australia
- Qualifications in a relevant discipline