


**POSITION DESCRIPTION**  
**SERVICE: People & Culture**  
**ROLE: Volunteer Coordinator**

Scope of the Position	
<b>Position Title</b>	<b>Volunteer Coordinator</b>
<b>Reports To</b>	Service Support Manager- People & Culture Centre Liaison
<b>Service Directorate</b>	Member – Volunteering Services Team for CD
<b>Location</b>	This position is based in the Manawatū Centre, however it can be based from other Centre's, and some travel to other centres or regions may be required from time to time.
<b>Hours</b>	This is a part time position 30rs/week. Hours of work are between 8am and 8pm Monday to Friday with some out of hours/weekend work required from time to time.
<b>Direct Reports</b>	No direct staff reports All Volunteers
<b>Responsible For</b>	All Volunteers of the Centre
<b>Internal Relationships with</b>	Centre Liaison Service Support Manager Chief Executive Executive Committee & working groups Staff and volunteers Central Districts Division regional staff
<b>External Relationships with</b>	General public Volunteer Support Organisations High Schools- Tertiary providers Local Businesses District Councils
<b>Delegated Authority</b>	The role has delegated authority over the volunteer service delivery budget for the local centre.  The Delegated Authority Policy sets out the scope and limits of Delegated Authority as it applies to all Cancer Society roles.

About the Cancer Society	
<b>Our Mission,</b>	<p><b>To reduce the incidence and impact of cancer in New Zealand</b></p> <p><i>The Cancer Society is committed to working with our communities by providing leadership and advocacy in cancer control with core services in Community Health, Support and Information Services, Research and Advocacy.</i></p>
<b>Our Vision,</b>	<p>To be the leading organisation dedicated to reducing the incidence of cancer and ensuring the best cancer care for everyone in Aotearoa New Zealand.</p>
<b>Equity Charter</b>	<p><b>Our Equity Charter guides our approach to our mahi</b></p> <p><b>Te Tiriti o Waitangi</b> – Commitment and application of Te Tiriti o Waitangi is evident throughout the organisation</p> <p><b>Kotahitanga</b> – Everyone is aware of and enabled to address inequities</p> <p><b>Mana Taurite</b> – Equity is embedded in all policies, structures, systems and services</p> <p><b>Matauranga</b> – CSNZ funded research improves equitable cancer outcomes across the continuum for all new Zealanders</p> <p><b>Whaitaua</b> – CSNZ advocacy improves equity outcomes across the continuum for all New Zealanders</p> <p><b>Haepapatanga kit e Hapori</b> – accountability mechanisms are embedded throughout the organisation</p> <p><b>Mahi Arataki</b> – our equity strategies are sustained and responsive to changing equity needs</p> <p><b>Kaitiakitanga</b> – sustainable and eco-friendly processes are embedded throughout the organisation</p>
<b>Federation</b>	<p>The Central Districts Division includes the 5 Centre's of Taranaki, Whanganui, Manawatū, Hawke's Bay and Gisborne.</p> <p>It is a part of the Federation of the Cancer Society of New Zealand</p> 

Operating Tasks & Results Areas	
<b>Recruitment</b>	<ul style="list-style-type: none"> <li>• Work alongside staff to identify volunteer gaps</li> <li>• Engage with external agencies to recruit volunteers</li> <li>• Utilise all other methods available to recruit volunteers including advertising, social media, network connections</li> <li>• Provide full onboarding of new volunteers including interviews, police checks, referee checks</li> <li>• Provide full orientation to the Cancer Society and ensure volunteers are aware of the Cancer Society structure, roles, policies and local team</li> </ul>
<b>Training of Volunteers</b>	<ul style="list-style-type: none"> <li>• Ensure role specific training is provided by service areas in a timely manner</li> <li>• Facilitate annual Health &amp; Safety/Policy &amp; Procedure training and ensure Health &amp; Safety of volunteers is assessed continually and for all events</li> <li>• Facilitate regular My Impact training workshops</li> <li>• Engage with service areas to provide training/upskilling opportunities to volunteers and aid with facilitation of the training</li> <li>• Include volunteers in Treaty of Waitangi training opportunities</li> </ul>
<b>Database Management/ Recording of Information</b>	<ul style="list-style-type: none"> <li>• Be an active user of Better Impact, and all its functions and reporting abilities</li> <li>• Ensure all volunteer information is recorded in Better Impact and kept up to date.</li> <li>• Report any issues/suggestions to improve the functionality of Better Impact</li> <li>• To keep records of all planning for Volunteer events and evaluation on outcomes of those events</li> </ul>
<b>Appreciation</b>	<ul style="list-style-type: none"> <li>• Recognize Volunteer milestones, birthdays and anniversaries</li> <li>• Participate in planning and celebrating events such as National Volunteer Week and International Volunteer Day</li> <li>• Organisation of annual Christmas or any other Volunteer functions</li> </ul>
<b>Team Development</b>	<ul style="list-style-type: none"> <li>• Attendance at local, divisional and other National meetings - overnight travel for meetings/training as required</li> <li>• Active participation and engagement in team meetings, special events and fundraising, planning and other team processes and activities</li> </ul>
<b>Policies</b>	<ul style="list-style-type: none"> <li>• Ensure volunteering practices are up to date and consistent with the policies and guidelines.</li> <li>• Ensure existing volunteers are working within the Policies and Guidelines</li> </ul>

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<b>Professional Development</b>	<ul style="list-style-type: none"> <li>Be responsible and proactive in sourcing education, training, conferences or other opportunities for professional (or personal) development</li> </ul>
<b>Equity</b>	<ul style="list-style-type: none"> <li>Recognises and supports the CS commitment to Equity and addressing issues of inequity with Maori and with other disadvantaged communities</li> <li>Attends and engages with Equity work</li> </ul>
<b>Reporting</b>	<ul style="list-style-type: none"> <li>Monthly written report is completed</li> <li>Reports prepared and presented to Manager(s) and/or committees as requested and are comprehensive and on time</li> <li>Continuous recording of volunteer stories for frequent Media posts and comms</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>Advocate volunteering and client concerns as appropriate</li> <li>Any complaints of advocacy issues are followed up in a timely manner</li> <li>Cover for other staff while they are on leave as required</li> <li>Participation in annual Cancer Society flagship events - Relay For Life and Daffodil Day</li> </ul>

**Performance Measures**

<b>KPIs</b>	<p>Alongside the deliverables of the Position Description as above, the following KPIs are the basis of expected performance of this role</p> <ul style="list-style-type: none"> <li>All regular volunteer roles are filled to capacity and staff volunteer requests are actioned in a timely manner</li> <li>There is demonstrated use and engagement of Volunteers in all areas of services (Admin, SC, CP/HP, FR)</li> <li>The database is well managed and maintained with accurate information</li> <li>Number of trainings/workshops are reflective of the operational plan</li> <li>Achievement of all volunteer plan outcomes</li> <li>Positive feedback from Cancer Society service and stakeholder evaluations- partners, clients and volunteers.</li> <li>Proactive work towards achieving professional competencies and personal development goals</li> </ul>
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**Resources**

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<b>Resources</b>	<ul style="list-style-type: none"> <li>• Access to Cancer Society vehicle for work purposes</li> <li>• Professional development &amp; training opportunities</li> <li>• Regular performance reviews</li> <li>• Information technology</li> <li>• Administration staff and volunteers</li> <li>• Annual budget</li> </ul>
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Qualifications, Experience, and Employee Attributes	
<b>Qualifications and Experience,</b>	<p><b>Qualifications or Experience:</b></p> <ul style="list-style-type: none"> <li>• Qualification &amp;/or experience working with Volunteers</li> <li>• Experience working in the Not-For-Profit Sector</li> <li>• Proficient in the use of Microsoft Office and data bases (especially Volunteer Db's)</li> </ul> <p><b>Other:</b></p> <ul style="list-style-type: none"> <li>• A current NZ full driver licence</li> <li>• Te Reo is desirable</li> </ul>
Professional Competencies	
<b>Essential</b>	<ul style="list-style-type: none"> <li>• Strong judge of character</li> <li>• Leadership experience</li> <li>• Conflict management skills</li> <li>• Ability to multi-task</li> <li>• Detail-oriented and organized</li> <li>• Experience developing and implementing project plans</li> <li>• Ability to work both independently and as a member of a larger staff team</li> <li>• Familiar with volunteering technologies and software</li> <li>• Ability to connect with diverse types of organizations: schools, businesses, government, faith organizations, etc.</li> </ul>
<b>Desirable / Additional</b>	<ul style="list-style-type: none"> <li>• Knowledge of volunteerism and volunteer management practices</li> <li>• Public speaking/Facilitation skills</li> <li>• Marketing/Public Relations</li> <li>• Program management</li> <li>• Supervisory experience</li> <li>• Multi-lingual</li> </ul>

Personal Attributes	
Personal Attributes,	<p><b>Interpersonal:</b></p> <ul style="list-style-type: none"> <li>• Easily builds relationships and can connect with people from diverse cultures and backgrounds</li> <li>• Outstanding community and business networks</li> </ul> <p><b>Organisational skills:</b></p> <ul style="list-style-type: none"> <li>• Exceptional planning, task and time management skills</li> <li>• Attention to detail and ability to demonstrate a high level of ownership and commitment to achieving results</li> <li>• Uses effective methods to determine priorities, set goals, create a plan, take action and measure results</li> </ul> <p><b>Creativity &amp; Innovation:</b></p> <ul style="list-style-type: none"> <li>• Ability to combine effective approaches from various disciplines to develop community-based initiatives and mobilise resources</li> </ul> <p><b>High Work Standards:</b></p> <ul style="list-style-type: none"> <li>• Personal values and ethics align with those of the Cancer Society</li> <li>• These values and principles guide decisions in the absence of precedents</li> <li>• Sets high standard and practices critical reflection for personal work performance</li> </ul> <p><b>Initiative:</b></p> <ul style="list-style-type: none"> <li>• Takes a systematic, proactive approach to solving problems rather than reacting to symptoms</li> </ul> <p><b>Sensitivity &amp; empathy:</b></p> <ul style="list-style-type: none"> <li>• Shows awareness of the special understanding of diverse cultures</li> <li>• Demonstrates empathy and respect</li> <li>• Shows consideration for the impact that decisions and actions are likely to have on others</li> </ul> <p><b>Learning focused:</b></p> <ul style="list-style-type: none"> <li>• Actively seeks opportunities for continual professional and personal development</li> <li>• Engages in self learning to improve job-related knowledge and skills</li> <li>• Seeks feedback and responds positively to enhance performance and service delivery</li> </ul>

#### Acceptance and Variation

From time to time, other duties, tasks, and work that are not stated in this Position Description may be required to contribute to the growth, operations, or the profile of the Centre/ Division and its ability to meet the Mission of the Cancer Society, and will be required for the performance of the position.

Travel to other areas is an essential component of the role to engage with team members.

Position Descriptions are reviewed at least every 2 years and subject to change as the organisation grows and develops.

I have read, understood, and agree to this Position Description.

Signed \_\_\_\_\_

Name \_\_\_\_\_

Date \_\_\_\_\_