

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Volunteer Coordinator</b>
<b>Reports To:</b>	Area Manager Service Support Manager
<b>Responsible for:</b>	No direct staff reports All Volunteers
<b>Work alongside</b>	Chief Executive Centre Staff, and Centre Volunteers Central Districts Division Staff  Transport and Accommodation Coordinators and Drivers Sponsors Executive Committee Members Cancer patients and their whānau Other Health providers Community and Volunteer Services
<b>Employed By:</b>	Chief Executive of the Central Districts Division of the Cancer Society of NZ

### Our Vision, Te Matakite

- To be the leading organisation dedicated to reducing the incidence of cancer and ensuring the best cancer care for everyone in New Zealand

### Our Mission, To mātou koromakinga

- To improve community well-being by reducing the incidence and impact of cancer in New Zealand Aotearoa.

### Our Principles, Ngā Matapono

- Equity
- An independent and professional voice
- Cooperation & collaboration
- Evidence-based best practice
- Responsiveness and relevance

## **Our Values, Ngā Tikanga**

### **Integrity**

- We live what we teach, we do what we say we are going to do, and we are trusted by the community and use every dollar wisely.

### **Excellence**

- We strive to be the best at everything we do, we focus on delivering outcomes, we constantly look for ways to improve; we make a difference.

### **Respect**

- We care about people; we provide judgement-free services to everyone who needs them

## **Key Stakeholders, Kī Whanaungatanga**

### **Internal stakeholders:**

- Area Manager
- Service Support Manager
- Chief Executive
- Executive Committee & working groups
- Staff and volunteers
- Cancer Society of NZ National Office Volunteering Manager
- Central Districts Division regional staff

### **External stakeholders:**

- General public
- Maori Health Services
- Non-Government organisations
- Public Health Unit
- Primary Health Organisations
- Local and Regional Cancer Control networks.

### Background

- The Central Districts Division is one of six Cancer Society Divisions throughout New Zealand. Its main office is in Palmerston North with Centres in Taranaki, Whanganui, Manawatu, Hawke's Bay and Gisborne.
- The Volunteer Service is a cornerstone of the organisation, partnering with paid staff to deliver services in Health Promotion, Supportive Care, Advocacy, Fundraising and Events.

### Purpose of the Role, Whāinga te āhuatanga

- To recruit, train and oversee the Volunteers of the Centre
- To provide a pool of trained and available volunteers for the Centre
- To oversee the interests and welfare of the Volunteers associated with the Centre
- To keep essential and detailed records on all Volunteers

### Experience and Qualifications, Tautōhito Tohu

- Qualification &/or experience working with Volunteers.
- Experience working in the Not-For-Profit Sector
- Proficient in the use of Microsoft Office and data bases (especially Volunteer DBs)
- Hold a current NZ full driver's license.

### Professional Competencies, Mātanga Mōhiotanga

#### Essential:

- Strong judge of character
- Leadership experience
- Conflict management skills
- Ability to multi-task
- Detail-oriented and organized
- Experience developing and implementing project plans
- Ability to work both independently and as a member of a larger staff team
- Familiar with volunteering technologies and software
- Ability to connect with diverse types of organizations: schools, businesses, government, faith organizations, etc.

#### Desired/ Additional:

- Knowledge of volunteerism and volunteer management practices
- Public speaking/Facilitation skills
- Marketing/Public Relations
- Program management
- Supervisory experience
- Multi-lingual

## Personal Attributes, Huanga e pa ana

### Interpersonal:

- Easily builds relationships and can connect with people from diverse cultures and backgrounds.
- Outstanding community and business networks.

### Organisational skills:

- Exceptional planning, task and time management skills.
- Attention to detail and ability to demonstrate a high level of ownership and commitment to achieving results.
- Uses effective methods to determine priorities, set goals, create a plan, take action and measure results.

### Creativity & Innovation:

- Ability to combine effective approaches from various disciplines to develop community-based initiatives and mobilise resources.

### High Work Standards:

- Personal values and ethics align with those of the Cancer Society.
- These values and principles guide decisions in the absence of precedents.
- Sets high standard and practices critical reflection for personal work performance.

### Initiative:

- Takes a systematic, proactive approach to solving problems rather than reacting to symptoms.

### Sensitivity & empathy:

- Shows awareness of the special understanding of diverse cultures.
- Demonstrates empathy and respect.
- Shows consideration for the impact that decisions and actions are likely to have on others.

### Learning focused:

- Actively seeks opportunities for continual professional and personal development.
- Engages in self learning to improve job-related knowledge and skills.
- Seeks feedback and responds positively to enhance performance and service delivery

### Active team member:

- Can work autonomously and also thrives on being an active member of a dynamic team, and does not hesitate to offer to help others to meet the objectives of our organisation.

### **Key Responsibilities and Tasks, Mahi Kawenga**

- Volunteers support the work of and ensure that the Centre operates smoothly and staff satisfaction is high.
- Referrals to membership, donor, and volunteer programme, and supportive care services is maintained.
- Ensure volunteering practices are up to date and consistent with the policies and guidelines.
- Ensure existing volunteers are working within the Policies and Guidelines
- Recruit, select and train volunteers for all areas of Service Deliver and Support.
- Orientations are run on a regular basis, and follow-up with possible volunteers is undertaken in a timely manner
- Centre volunteers receive refresher training on policies and procedures on a regular basis.
- The volunteer database is continually updated and volunteer information maintained to a high standard
- Advocate volunteering and client concerns as appropriate
- Any complaints of advocacy issues are followed up in a timely manner
- Ensure volunteers are appropriately recognised and acknowledged within the Centre
- Reports prepared and presented to Manager(s) and/or committees as requested and are comprehensive and on time.
- Active participation and engagement in team meetings, special events and fundraising, planning and other team processes and activities.
- Cover for other staff while they are on leave as required
- Attendance at local, divisional and other National meetings - overnight travel for meetings/training as required.
- Each area within the Centre has trained and effective volunteers available to them (Supportive Care, Health Promotion, Fundraising/Events, Administration)
- Oversee the practise of Reception/administration Volunteers

### **Key Performance Indicators**

- Achievement of volunteer plan outcomes.
- Growth in number of volunteer & supportive care referrals.
- Centre manager/co-ordinator & executive satisfaction with core service performance.
- Positive feedback from Cancer Society service and stakeholder evaluations - partners, clients & volunteers.
- Work towards achieving professional competencies and personal development goals.

### **Resources**

- Access to Cancer Society vehicle for work purposes,
- Professional development & training opportunities,
- Regular performance reviews,
- Information technology,
- Administration staff and volunteers,
- Annual budget.

*From time to time, other duties, tasks, and work with the team at the Centre or the Division may be required as part of the role to contribute to the growth, events and functions, or profile of the Cancer Society in the Community*

**I have read and understood this Position Description**

**Signed** \_\_\_\_\_

**Name** \_\_\_\_\_

**Date** \_\_\_\_\_