

Position Description

Position title:	Volunteer Coordinator
Department:	Volunteer Program People and Patient Experience
Classification:	Admin Officer Grade 3 level 1 – 5 (AO31- AO35)
Agreement:	Health and Allied Services, Managers and Administrative Workers Single Enterprise Agreement 2021-2025
Reporting to:	Niamh Condren, Volunteer Program Manager

About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers, and articulate our culture and commitment to our community and each other.

Our vision is '**Creating healthier futures for women and babies**'. Our values are:



Courage



Passion



Discovery



Respect

The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing, and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

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About the department/unit

The Women's Volunteer Program is part of the People and Patient Experience Directorate. We play a key role in enhancing the experience of patients and visitors by championing person-centred service and harnessing the energy of skilled patient-centred volunteers. Volunteers deliver non-clinical front-line services, designed to complement exceptional patient experience and are an integral and valued part of our hospital. Volunteers operate across many areas of the hospital, and as our patients' needs evolve, so too does our range of volunteer activities.

The Women's Volunteer Program aligns with the [National Standards for Volunteer Involvement](#), the [Victorian Volunteer Strategy 2022-2027](#) and the [National Strategy for Volunteering 2023-2033](#).

Position purpose

Under the leadership of the Volunteer Program Manager, the Volunteer Coordinator role will provide support to our professional and patient-centred Volunteer Program, 24 hours per week. You will maintain and continually improve administrative processes that support coordinated and well managed information flows to volunteers, patients, other consumers and staff. You will be a warm, friendly, supportive presence for all volunteers, coordinating day-to-day activity and contributing to the ongoing development of high-quality volunteer services that complement exceptional patient care.

Key responsibilities

Operating at level 2a of the [Health Volunteer Management Competency Framework](#), the Volunteer Coordinator role will support and contribute to the following activities:

1. Recruiting and selecting volunteers

- You will work collaboratively to support timely, organised, and responsive recruitment, induction and orientation.
- You will respond to recruitment enquiries, deliver information sessions and interviews, and match volunteers to areas of organisational need.
- You will monitor volunteer compliance with quality assurance procedures including core competencies, police checks and Working with Children Checks.

2. Volunteer orientation and training

- You will contribute to and present training programs, orientation and training materials for volunteers consistent with the Women's vision and values and program specific priorities.
- You will contribute to professional development opportunities for volunteers and encourage them to participate.

3. Resource development

- You will ensure that Volunteer Program activities are carried out effectively, efficiently and within budget.
- You will contribute to planning and development of volunteer engagement, and support applications to funding opportunities, for example, the Women's Ideas Tank annual competition.

4. Program maintenance

- You will coordinate volunteers to ensure that volunteer program goals are met and policies and procedures are adhered to, under the supervision and with the support of the Volunteer Program Manager.
- You will organize and oversee day-to-day volunteer activity and assist volunteers and staff with problem-solving. You will communicate with volunteers in ways that promote team engagement and team cohesion.

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- You will use our Volunteer Management Software System, Better Impact, to manage accurate volunteer records, including personal details, training records, and rosters.
- You will ensure that plans and procedural documents are aligned with the Women's policies and best practice guidelines for volunteer management (e.g. National Standards for Volunteer Involvement, National Strategy for Volunteering).

5. Volunteer recognition and support

- You will engage with volunteers to ensure their emotional wellbeing needs are being met through follow-ups, debriefs, and referring to other available supports including our EAP.
- You will contribute towards volunteer recognition through *National Volunteer Week* and *End of Year* gifts, certificates, events and activities.
- You will contribute to awards nominations for volunteers, for example the Women's Star Performer Award, the Minister for Health Volunteer Award, Victorian Volunteer Awards.

6. Volunteer program advocacy

- You will build key networks within the Women's to encourage and support staff to engage volunteers how and when they are needed most, contributing to exceptional patient experience.
- You will contribute towards embedding a culture of volunteer leadership throughout the Women's by supporting staff to build confidence and capability in managing volunteers.
- You will encourage and support annual nominations to the Outstanding Volunteer Leadership Award. You will identify and communicate the positive impact of volunteer engagement to the Women's staff.

7. Professional development

- You will undertake internal and external professional development activities to ensure your skills evolve and remain relevant to the volunteer management profession
- You will attend and actively contribute to sector network meetings or professional conferences, for example, Volunteering Victoria Special Interest Groups, Leaders of Health Volunteer Engagement (LOHVE).

Key Performance Indicators (KPI's)

KPI's are how you will be measured as meeting the responsibilities of the position. These will be set with you as part of your Performance Development Plan within the first six months of your appointment to the position.

Key selection criteria

Experience/qualifications/attributes

Essential:

- Experience working with volunteers, understanding of the volunteer role and commitment to the philosophy of volunteering.
- Excellent communication, interpersonal and organisational skills.
- Ability to work effectively within a team environment and independently.
- Self-motivated and thorough.
- Ability to problem-solve, use initiative and prioritise competing demands in a busy environment.
- Demonstrated success in engaging and relating with people including volunteers, staff, external stakeholders and patients/consumers/customers.

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- Demonstrated initiative, innovation and ability to contribute to the development of new services and programs.
- High level technical knowledge and an ability to work with systems and data bases.

Desirable:

- Previous experience in a Volunteer Coordinator capacity, preferably within a large organisation.
- Knowledge of hospital services and how to access / navigate them.
- Knowledge of person/patient-centred care principles.
- Experience of Better Impact volunteer management system.

Attributes

- Passion and energy for people-centred care.
- Desire to listen and empathise.
- Highly professional and personable.
- Proactively seek improvement opportunities – raising the bar.
- Innovative and creative with solutions to problems.
- Values constructive relationships and enjoys collaborating with team members.
- Demonstrates commitment to the Women’s Declaration and embodies the Women’s values of courage, passion, discovery and respect.
- Balances competing and conflicting priorities.

Organisational relationships

Internal relationships

- The People and Patient Experience Directorate
- Volunteer team of 60+ volunteers.
- Collaboration with staff from across the Women’s including clinics, wards and, Patient and Visitor Services, and People Culture and Wellbeing.

External relationships

- Patients, their families and other consumers
- Donors and volunteer crafters.
- Other hospitals and health organisations, community groups
- Volunteer management sector professional networks.

Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women’s is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

Physical demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	Not applicable
Sitting – remaining in a seated position to complete tasks	Frequent

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Standing - remaining standing without moving about to perform tasks	Occasional
Walking – floor type even, vinyl, carpet,	Frequent
Lean forward/forward flexion from waist to complete tasks	Rare
Trunk twisting – turning from the waist to complete tasks	Rare
Kneeling – remaining in a kneeling position to complete tasks	Not applicable
Squatting/crouching – adopting these postures to complete tasks	Not applicable
Leg/foot movement to operate equipment	Not applicable
Climbing stairs/ladders – ascending and descending stairs, ladders, steps	Rare
Lifting/carrying – light lifting and carrying less than 5 kilos	Rare
– Moderate lifting and carrying 5 – 10 kilos	Rare
– Heavy lifting and carrying – 10 – 20 kilos.	Not applicable
Push/pull of equipment/furniture – light push/pull forces less than 10 kg	Rare
– moderate push / pull forces 10 – 20 kg	Rare
– heavy push / pull forces over 20 kg	Rare
Reaching – arm fully extended forward or raised above shoulder	Rare
Head/neck postures – holding head in a position other than neutral (facing forward)	Rare
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Frequent (typing)
– Gripping, holding, twisting, clasping with fingers/hands	Rare
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	Not applicable
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Prolonged/constant
Hearing – use of hearing is an integral part of work performance	Prolonged/constant
Touch – use of touch is integral to most tasks completed each shift	Prolonged/constant
Psychosocial demands	Frequency
Observation skills – assessing/reviewing patients in/outpatients	Prolonged/constant
Problem solving issues associated with clinical and non-clinical care	Prolonged/constant
Working with distressed people and families	Occasional
Dealing with aggressive and uncooperative people	Rare
Dealing with unpredictable behaviour	Occasional
Job demands – high workload, tight deadlines, and competing priorities	Occasional
Exposure to traumatic or distressing content or situations – including handling sensitive information arising from patient records, patient care activities, incident reports, adverse events, or investigations of adverse events.	Rare
Role specific considerations Support is available for staff exposed to psychological risks. Any adjustments that may be required can be discussed with your manager.	
Definitions used to quantify frequency of tasks/demands as above	
Prolonged/constant	70 – 100 % of time in the position
Frequent	31 – 69 % of time in the position
Occasional	16 – 30% of time in the position
Rare	1 – 15% of time in the position
Not applicable	0% of time in the position

Employee awareness and responsibilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).

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- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.
- We are committed to the safety, wellbeing and empowerment of all children and young people. We prioritise an environment where children are protected and heard. We commit to safeguarding the social and emotional wellbeing of First Nations children, understanding that their connection to country, culture, kin and community is critical to their safety.

Vaccination requirements

As this role has limited direct physical contact with patients and clinical environments, employees are required to be vaccinated against or demonstrate immunity to influenza, COVID-19, whooping cough (pertussis), chicken pox and MMR (measles, mumps, rubella).

Employment with the Women's is conditional upon the provision of satisfactory evidence of vaccination and/or screening, and we may withdraw an offer of employment if the required evidence is not provided at least five business days prior to the intended start date.

Declaration

By accepting this position description electronically I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.

Developed date: 14th April 2026

Developed by: Niamh Condren, Volunteer Program Manager

Date of next review: 14th April 2027

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