



# Volunteer Support Officer

## 12 month Fixed Term - Multiple roles across the state

St John is a charity in the South Australian community working for the Service of Humanity. Our vision for the future, whether acting alone or in partnership with others, is the provision of charitable and humanitarian services to individuals, groups and organisations. Our relief work for persons in sickness, distress, suffering or danger recognises no barrier of race, colour or creed.

Within South Australia, St John SA engages some 1,000 volunteers supporting the community in the provision of First Aid services and community services. St John SA also employs approximately 100 paid staff, located across the state.

Make your mark in these newly created roles, which will capitalise on your generalist HR experiences coupled with your training expertise. St John is seeking experienced personnel to fulfil the following vacancies:

- Adelaide metro – 2 fulltime roles
- Regional SA – 1 part time role of up to 0.6 FTE within each of the Whyalla, Port Lincoln, Mt Gambier and Riverland areas.

Initially reporting to the Executive Manager People Performance and Culture, the successful candidates will administer the effective recruitment, engagement, on-boarding and development of volunteers within programs including Operations, Cadets and Community Care. The role is a key influencer in relation to recruitment activities, protocols and related compliance, as well as taking an active role in people related matters such as selected training and conflict resolution within the volunteering population.

Incumbents must be prepared to work within flexible arrangements including weekends and out of business hours in order to satisfy business needs and requirements.

Successful candidates will be:

- experienced in conducting interviews and selection
- capable to deliver training and educational requirements
- well versed in providing generalist and contemporary HR advice and support
- have the ability to engage with and interact with third parties in an effort to drive recruitment initiatives

Please apply with your updated resume and cover letter addressing the key requirements of the role as detailed within the Job and Person Specification (available on the [St John Ambulance SA website](#)) and advising of your preferred working location. Your cover letter should include a succinct description of how your experience, abilities, knowledge and personal qualities would enable you to achieve the key accountabilities and succeed in the position.

St John SA values diversity in the workplace and is an equal opportunity employer.

Enquiries may be directed to the Executive Manager People Performance and Culture on (08) 8306 6969 or at [hr@stjohnsa.com.au](mailto:hr@stjohnsa.com.au)

Applications close Friday 14 May, 2021.

## St John Ambulance Australia SA Inc.

# Job and Person Specification

## Paid Staff



|                                |                                |
|--------------------------------|--------------------------------|
| <b>Position Title:</b>         | Volunteer Support Officer      |
| <b>Department / Function:</b>  | People Performance and Culture |
| <b>Reports to:</b>             |                                |
| <b>Agreement / Non - EEA:</b>  | Non EEA                        |
| <b>Classification - Grade:</b> | N/A                            |

### *About St John Ambulance Australia - South Australia Inc.*

St John is a charity in the South Australian community working for the Service of Humanity. Our vision for the future, whether acting alone or in partnership with others, is the provision of charitable and humanitarian services to individuals, groups and organisations. Our relief work for persons in sickness, distress, suffering or danger recognises no barrier of race, colour or creed.

Within South Australia, St John engages some 1,500 volunteers supporting the community in the provision of First Aid services and Community engagement. St John also employs approximately 100 paid staff, located at State Office and across the state.

### *Position Summary and Requirements*

The Volunteer Support Officer administers the effective recruitment engagement and development of volunteers within programs including Operations, Cadets and Community Care. The role is a key influencer in relation to recruitment activities, protocols and related compliance, as well as taking an active role in people related matters such as selected training and conflict resolution within the volunteering population.

The incumbent must be prepared to work within flexible arrangements including weekends and out of business hours in order to satisfy business needs and requirements.

### *Key Relationships*

|                                    |                                                                                                                                                                         |
|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Number of Direct Reports:</b>   | <ul style="list-style-type: none"> <li>• Nil</li> </ul>                                                                                                                 |
| <b>Key Internal Relationships:</b> | <ul style="list-style-type: none"> <li>• Area Managers, Divisional Superintendents, Community Care team, People Performance and Culture / Volunteer Services</li> </ul> |
| <b>Key External Relationships:</b> | <ul style="list-style-type: none"> <li>• Volunteering SA / NT</li> </ul>                                                                                                |

| Key Accountabilities            | Key Tasks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Measures                                                                                                                                                                                                                                                                                                                                                          |
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| <b>Recruitment</b>              | <ul style="list-style-type: none"> <li>• Lead in the attraction and recruitment of suitable candidates by: <ul style="list-style-type: none"> <li>○ Participation in recruitment expos and events</li> <li>○ Exploring opportunities to attract participants at schools and tertiary institutions</li> <li>○ Promotion of opportunities with local business industry and community groups</li> </ul> </li> <li>• Liaise with People Performance and Culture to ensure all vacancies promoted are filled promptly (either internally or externally)</li> <li>• Conduct group interview sessions and individual interviews as required</li> <li>• Assist in other recruitment administration (interviews, reference checking etc.) as may be required from time to time</li> <li>• Monitor induction to ensure completed to schedule.</li> <li>• Provide individual support as required</li> <li>• Enrol volunteer applicants in training programs as required and monitor and record attendances and certificates where applicable and relevant</li> <li>• Research volunteering trends and opportunities through relevant associations (such as Volunteering SA/NT)</li> <li>• Network with local like organisations and business partners</li> <li>• Attend relevant recruitment events and information sessions</li> <li>• Network and partner with local business and industry to encourage volunteering for St John SA</li> </ul> | <ul style="list-style-type: none"> <li>• Recruitment managed to schedule with targets fully satisfied</li> <li>• Attendance at potential clients as determined by manager</li> <li>• Interviews conducted to schedule</li> <li>• Policy requirements re interviews, reference checking etc. fully satisfied</li> <li>• Induction completed to schedule</li> </ul> |
| <b>Engagement and Retention</b> | <ul style="list-style-type: none"> <li>• Increase the engagement and retention St John Volunteers through the provision of essential support functions: <ul style="list-style-type: none"> <li>○ Regular monitoring and follow-up of recruitment, on-boarding and induction progress</li> <li>○ Monitoring and follow-up of training and education requirements</li> <li>○ Accurate and up to date maintenance of records</li> <li>○ Monitoring of attendance and follow-up where required</li> <li>○ Feedback to line manager on progress</li> </ul> </li> <li>• Work closely with the divisional operations officers to identify and facilitate opportunities for new members to attend a mix of local and state events</li> <li>• Work closely with the community care team to refer volunteers who express an interest in the community care program and follow up on initial engagements</li> <li>• Work closely with the operations divisional superintendents and community care personnel to ensure regular and effective feedback is provided to volunteers</li> </ul>                                                                                                                                                                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>• Induction completed to schedule</li> <li>• Screening check requirements met</li> <li>• Records maintained and current</li> <li>• Events attended as agreed with manager</li> <li>• Exit interviews conducted</li> </ul>                                                                                                  |

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|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                          | <ul style="list-style-type: none"> <li>• Schedule experiential activities for new recruits during initial period of engagement</li> <li>• Lead by example to create a positive environment and experience for potential new volunteers</li> <li>• Conduct exit interviews and surveys for departing volunteers</li> </ul>                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                     |
| <b>Administration</b>    | <ul style="list-style-type: none"> <li>• Assist the operations divisional superintendents and community care personnel to ensure that key personnel related administrative requirements are completed in a timely manner.</li> <li>• Maintain records as is appropriate within the relevant data information systems</li> <li>• Ensure that all credentialing and screening check requirements are satisfied at all times, and renewals completed prior to expiry</li> <li>• Where directed by the Executive Manager People Performance and Culture assist in the management of interpersonal conflicts</li> </ul> | <ul style="list-style-type: none"> <li>• Records maintained and current</li> <li>• Screening checks completed to schedule</li> <li>• Investigations completed to agree timelines</li> </ul>                                                                         |
| <b>Training</b>          | <ul style="list-style-type: none"> <li>• Deliver designated educational / training programs as required</li> <li>• Liaise with relevant stakeholders to support and assist where possible with program implementation</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>• Training delivered to schedule</li> </ul>                                                                                                                                                                                  |
| <b>Health and Safety</b> | <ul style="list-style-type: none"> <li>• Proactively address safety and child protection matters</li> <li>• Ensure work station is kept safe and tidy</li> <li>• Undertake work station self-assessment on an annual basis</li> <li>• Follow safe and healthy work practices at all times, including reporting of hazards and incidents immediately, and referring WHS issues and requirements to managers</li> <li>• Conduct site audits as required under policy</li> </ul>                                                                                                                                      | <ul style="list-style-type: none"> <li>• Work station self-assessment completed annually</li> <li>• Maintain compliance by completing all required training</li> <li>• Take a proactive and preventative approach to maintaining a safe work environment</li> </ul> |

### ***Knowledge, Experience and Capabilities***

Experience dealing with volunteers  
 Experience in delivery of training  
 Entry level experience in human resources  
 Knowledge of the not for profit sector

### ***Personal Attributes***

Ability to work unsupervised  
 Open, honest and engaging

### ***Qualifications / Certifications***

Certificate IV in Training and Assessment or willingness to obtain  
 Certificate IV in Human Resources is advantageous

## ***Essential requirements***

- Current South Australian Driver's License
- Must be prepared to relocate within St John should the need arise
- It is a requirement you undertake and hold a National Police Certificate and a current Working with Children Check both of which are acceptable to St John, prior to the commencement of employment. Continued employment is subject to the maintenance of satisfactory checks.
- Will be required to undertake Child Safe Environments training within the first 6 months of employment.