

Position	Recruitment Officer Volunteering	
Key Requirements (Qualifications, Skills, Knowledge and Experience)	<p>Essential Qualifications/Experience:</p> <ul style="list-style-type: none"> • Experience in staff (paid and unpaid) recruitment. • Effective interviewing and listening skills. • Systems focussed with a high-level attention to detail. • Database management experience • Ability to work in a fast-paced environment, and to prioritise to meet conflicting deadlines. • Excellent written and verbal communication skills • Ability to work within a varied and geographically diverse team to achieve common goals and deadlines. • Competent in MS Office • Driver’s licence (with no restrictions) • National Police Check is required for all roles at LCM (or willingness to obtain) • Working with Vulnerable People check (or willingness to obtain) <p>Desirable Qualifications/Experience:</p> <ul style="list-style-type: none"> • An understanding of Work for the Dole and Mutual Obligation recruitment procedures and legislation • Ability to work with external agencies to achieve mutually beneficial results. • Awareness of the idiosyncrasies of a volunteer workforce • Previous experience in Community Services or Human Resources is favourable • Experience or demonstrated capacity to work in an organisation adopting a Christian ethos. 	
Summary of Role (inc. Role Purpose)	<p>The Recruitment Officer Volunteering is responsible for recruiting, processing and administrative compliance to ensure the effective mobilisation of LCM’s large volunteer workforce.</p> <p>Primarily the Recruitment Officer Volunteering will be responsible for: Interviewing, inducting and placing volunteers; liaising with the agencies that supply volunteers and relevant data entry, file compliance and administration, as required.</p>	
	Key Responsibilities	Key Performance Indicators (observable and measurable)
[Volunteer Recruitment and Support]	<ul style="list-style-type: none"> • Volunteer applicants are contacted in line with procedures • Liaise with volunteers and agencies regarding pre-employment interviews. • Maintain diary to allow appropriate time for inductions and completion of paperwork. • Discuss placement options including availability and determine the most appropriate placement for each volunteer. • Liaise closely with Managers to ensure placement numbers are appropriate. 	<ul style="list-style-type: none"> • Pre-employment phone screening or interviews take place as required. • Volunteers for Client Services are interviewed by service manager to deem suitability. • Diary is managed efficiently. • Volunteers are placed in appropriate service areas suited to their skills and interests. • Volunteers are placed in areas where workers are needed,, where possible, as per information provided by Operation Managers.

	<ul style="list-style-type: none"> • Book volunteers in for organisational inductions, both online and in-person group inductions as required. • Liaise with agency or volunteer regarding start date and conditions. • Report to agencies as required. • Attend LCM sites to provide education and support for volunteers, and supervisors as required, on occasion, as scheduled • Other tasks as requested by Manager 	<ul style="list-style-type: none"> • Inductions are completed in line with policy and minimum attendee requirement met. • Inductions are held at placement location site, office or online. • Agencies are advised of client placements in a timely manner. • Reports are completed in a timely and efficient manner. • Other tasks on occasion, as required, to meet the requirements for LCM.
Volunteer Administration	<ul style="list-style-type: none"> • Keep database up to date. • Spreadsheets are kept up to date • Take photo of each volunteer and upload to database. • Process documentation. • Liaise with Finance regarding reporting and invoicing. • Complete reporting as required, including monthly volunteer hours, including liaising with People and Culture to meet deadlines • Collate or process external service timesheets as required (such as Community Corrections and WFD). • Provide weekly and monthly reports to Manager as scheduled • Complete feedback and exit interviews as required. • Ability to handle sensitive issues, complaints and concerns on occasion, as directed by Manager • Other tasks as requested by Manager 	<ul style="list-style-type: none"> • Database is accurate and up to date • Photos are taken and uploaded prior to start date. • Documentation is completed in line with policy. • Police Checks are processed in line with policy. • External service timesheets are accurately collated for agencies as required. • WHS Site Inductions are uploaded to database once received by managers. • Accurate and impartial feedback is provided as to challenges regarding volunteer workforce • Exit interviews and feedback are collated in spreadsheet/s • Administrative tasks are completed as per management and volunteering requirements.

LAUNCESTON CITY MISSION VALUES

Faith	We have confidence that ethical actions will bring good results
Justice	We take personal responsibility to uphold what is pure, right and true
Compassion	We invest whatever is necessary to heal the hurts of others
Flexibility	We are attentive and responsive to the changing needs in our community
Enthusiasm	We work with passion and commitment to achieve our goals