

## POSITION DESCRIPTION

<b>Position Title:</b>	Coordinator of Volunteers – Retail
<b>Business Unit/Department:</b>	Community Engagement & Volunteering
<b>Division:</b>	People, Culture & Communications
<b>Award/Agreement:</b>	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
<b>Classification:</b>	Grade 3
<b>Reports To:</b>	Manager – Community Engagement & Volunteers
<b>Direct Reports:</b>	Team Leader – Community Engagement & Volunteers
<b>Date Prepared/Updated:</b>	12 June 2025

### Position Purpose

This position is responsible for the effective and efficient supervision and management of the volunteer team in the Footscray Hospital retail site. The role will consolidate the procedures for the retail precinct and manage the daily operations and responsibilities of the Opportunity Shop. The role also includes recruitment, supervision, and management of volunteers at Footscray Hospital.

### Business Unit Overview

The Volunteer Management Team sits within the People, Culture and Communications unit at Western Health. The Volunteer Management Team oversee the development of the volunteer and community engagement programs across all sites at Western Health.

The Team also manages and supervises the auxiliaries and opportunity shops that utilise volunteers to assist in the fundraising efforts of the local community, generating additional streams of income to support Western Health's vision and strategic priorities. The Volunteer Management Team works closely with the fundraising team, clinical and non-clinical areas, to develop strong links between the community and the health service.

### Key Responsibilities

- Manage and supervise the volunteer team at the Footscray Opportunity shop.
- Manage and supervise the volunteer team at Footscray Hospital.
- Implement the current volunteer recruitment plan relevant to the Western Health retail site and manage the application and onboarding process.
- Implement the current volunteer recruitment plan relevant to Footscray Hospital.
- Ensure volunteer program roster for the relevant Western Health site is at an optimum and address potential short falls in a timely way.
- Provide high levels of customer service in line with WH values.

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- Improve visual merchandising and inventory management to maximise the sales and profitability of the shop.
- Manage the sorting and rotation of incoming donations to ensure frequent stock rotation and quality goods.
- Be accountable for the managing and recording of sales, ensuring daily takings are recorded and banked in accordance with WH procedures.
- Streamline procedures and manage shops across WH sites in a uniform way.
- Manage the maintenance of Opportunity Shop.
- Initiate marketing of goods to ensure maximise donations and sales.
- Manage social media promoting the retail sites.
- Be the lead volunteer management team member in relation to enhancing fundraising opportunities via Western Health auxiliaries and opportunity shops.
- Implement new programs into the roster as requested by the Manager Community Engagement and Volunteers.
- Maintain and manage data bases, statistical information and complete mail outs when appropriate.
- Ensure volunteers are compliant with mandatory training and immunisation requirements.
- Facilitate site/volunteer program meetings, as needed.
- Contribute to team meetings and participate in chair and minute-taking duties as rostered.
- Assist in the review of relevant policies and procedures.
- Assist the Volunteer Management Team in the community engagement program as directed.
- Assist with the promotion of 'Western Health Community Engagement & Volunteer program internally and externally when required.
- Support other areas within People, Culture and Communications unit and the Western Health Foundation as deemed appropriate.
- Represent the core values of Western Health when working with the volunteer team, external partnerships and referral bodies.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

### Key Working Relationships

#### Internal:

- Volunteer Management Team members
- People Culture and Communication division
- Security team
- Western Health Infection Prevention Department
- Western Health OH&S and Engineering
- Western Health Foundation
- Western Health Finance Department

#### External:

- Relevant local community groups including students
- Local businesses within the shopping precinct
- Stakeholders in accordance with maintenance and cleaning of the Opportunity Shop
- Suppliers

### Selection Criteria

#### Essential:

- Experience in visual merchandising, product placement and branding.
- Experience with coordinating and communicating with volunteers.
- Ability to relate well to a wide variety of community members in a culturally and gender appropriate way.
- Passionate about delivering great customer experience.
- Clear understanding of the National Standards of Volunteering.
- Ability to work independently.

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- Exceptional time management skills.
- Ability to adapt to change within the unit.
- Roster management.
- Current driver's license.

**Desirable:**

- Experience in event management.
- Strong administration skills.
- Experience with Better Impact data base.

### Additional Requirements

All employees are required to:

- Obtain a police/criminal history check prior to employment.
- Obtain a Working with Children Check prior to employment (if requested).
- Obtain an Immunisation Health Clearance prior to employment.
- Report to management any criminal charges or convictions you receive during the course of your employment.
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures.
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health.
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health.
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2023.
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines.

### General Information

- Redeployment to other services or sites within Western Health may be required.
- Employment terms and conditions are provided according to relevant award/agreement.
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace.
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs.
- Western Health is a smoke free environment.

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*I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.*

Employee's Name: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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