

POSITION DESCRIPTION – VOLUNTEER Coordinator

Position	Volunteer Coordinator
Classification	HS2-3
Award	Allied health, Managers and admin
Reports to	Executive Manager Community Services
Direct Reports	Nil
Key relationships	Volunteer Facilitators, Volunteers, Community members
Hours of work	

About Rural Northwest Health

Rural Northwest Health employs approx. 300 team members across the campuses of Warracknabeal, Beulah and Hopetoun.

Rural Northwest Health is focused on caring and supporting people to be healthy and living a full life. Our organisation is committed to delivering our strategic goals for 2020 - 2025:

- Our care – we will focus on safety, quality and accessibility in delivering healthcare across our community.
- Our team – we will focus on our culture, skilling our team and ensure we have effective and fit for purpose systems to make RNH an impactful and progressive organisation.
- Our partnerships – we will focus on collaboration both within and beyond the healthcare sector to meaningfully engage with our communities.

OUR VISION

Strong, healthy, vibrant
rural communities.

OUR MISSION

To promote wellness, enhance
health, and support healthy ageing.

WHAT DEFINES US



We are committed
to excellence



We listen
and collaborate



We are caring
and connected



We are friendly
and enjoy our work



We are lifelong
learners

Position summary

The Volunteer Coordinator is responsible for the development, coordination, recruitment, support and ongoing management of the Rural Northwest Health Volunteer Program. The role ensures volunteers

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are appropriately recruited, trained, compliant and supported to deliver high-quality services that enhance the health and wellbeing of patients, residents, clients and the wider community.

The Volunteer Coordinator will foster a positive volunteer culture, ensuring compliance with legislative requirements, organisational policies and accreditation standards while promoting volunteer engagement across all Rural Northwest Health services.

Key responsibilities

- Coordinate and oversee the Rural Northwest Health Volunteer Program.
- Recruit, screen and onboard new volunteers.
- Work with RNH Volunteer facilitators who support volunteers on day-to-day activities.
- Match volunteers to suitable roles based on skills, interests and organisational needs.
- Maintain volunteer records and databases ensuring accuracy and confidentiality.
- Monitor volunteer numbers and identify recruitment requirements.

Recruitment and Onboarding

- Coordinate volunteer recruitment campaigns.
- Conduct interviews and reference checks.
- Ensure volunteers complete and hold current:
 - Police Checks
 - Working with Children Checks
 - Immunisation requirements (where applicable)
 - Confidentiality agreements
 - Code of Conduct acknowledgement
 - Deliver volunteer orientation and induction programs.

Training and Development

- Coordinate mandatory education and annual refresher training.
- Provide ongoing coaching and support.
- Identify opportunities for volunteer development.
- Assist volunteer facilitators with volunteer supervision.
- Coordinate recognition activities including National Volunteer Week.

Compliance and Governance

- Ensure volunteer activities comply with:
 - National Safety and Quality Health Service Standards
 - Strengthened Aged Care Quality Standards
 - Work Health and Safety legislation

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- Privacy legislation
- Rural Northwest Health policies and procedures

Quality Improvement

- Collect volunteer activity data.
- Prepare reports on volunteer participation and outcomes.
- Identify opportunities to improve volunteer engagement and service delivery.
- Participate in continuous quality improvement activities.
- Assist in developing volunteer policies, procedures and resources.

Continuous improvement initiatives implemented.

Health and safety

- Consistently acts in a manner that protects own health and safety, as well as that of residents, patients, consumers, colleagues, visitors, and contractors in the workplace.
- Adheres to safe work procedures and guidelines relevant to role, including infection control, manual handling, and use of personal protective equipment.
- Promptly reports hazards, near misses, and incidents in line with RNH reporting procedures, contributing to early intervention and continuous improvement.
- Understands and follows emergency codes and procedures relevant to role and assists as directed in accordance with training.
- Actively participates in health and safety training, orientation and other identified courses that improve safety in the workplace.
- Identifies and escalates fatigue, stress, or psychosocial hazards and seeks support through available RNH wellbeing resources.
- Demonstrates courtesy, respect, and professionalism in all interactions, supporting both psychological and physical safety.

Key Selection Criteria

Essential

- Experience coordinating volunteers, community programs or workforce engagement.
- Excellent interpersonal and communication skills.
- Demonstrated organisational and time management skills.
- Ability to build positive relationships with diverse stakeholders.
- Experience maintaining confidential records and databases.
- Sound computer skills including Microsoft Office.
- Ability to work independently and as part of a multidisciplinary team.

Desirable

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- Qualification in Community Services, Human Resources, Volunteer Management or related discipline.
- Experience working within health, aged care or community services.
- Knowledge of volunteer legislation and best practice.
- Experience coordinating community engagement initiatives.
- Knowledge of accreditation standards relevant to healthcare.

Certificates, licences and registrations

- Current satisfactory Employee police check (dated within 12 months of commencement date)
- Current Employee Working with Children Check
- Current driver's licence

Employee declaration

I declare that I understand the position description and the requirements of this position. I declare that I have the capabilities to fulfil the key responsibility areas of this position.

I understand that the information provided in this document is a general outline and does not encompass all aspects of the position.

Employee signature _____

Employee name (please print) _____ Date / /