

The Babes Project Australia

Position Description: Policy & Admin Support Volunteer

The Babes Project is seeking passionate and capable volunteers to join our growing team. As we continue to strengthen our programs, expand our reach, and build sustainable impact, we're looking for committed team players who bring energy, organisation, and heart to the work we do. Admin team volunteers contribute a minimum of 4-6 hours per week and play a vital role in supporting our mission.

This is your opportunity to be part of a rewarding and purpose-driven environment where your time and skills will help empower vulnerable women and their families across Australia.

Location: Frankston (potential for hybrid)

Hours: Minimum 4-6 hours per week on Monday, Tuesday or Wednesday

Purpose

The Policy and Admin Support Volunteer plays a vital role in strengthening the operations of The Babes Project by supporting both day-to-day administrative functions and the development and maintenance of internal policies and procedures. Based at our Frankston site, this volunteer role works closely with senior staff and contributes to the smooth running of our Admin Hub and Support Centres.

Key Responsibilities

- Provide high-quality administrative support to the Senior Management Team and the broader Babes Project staff.
- Contribute to policy development by assisting with document drafting, formatting, research, and version control.
- Support communication of policy changes and updates across the organisation, and maintain accurate records of policy dissemination and version control.
- Assist with general admin tasks such as answering phones, filing, data entry, photocopying, printing and binding documents, and maintaining tidiness of shared admin spaces.
- Support event or project preparation as directed by management.
- Participate in ad-hoc research tasks to support organisational planning, compliance, or process improvements.
- Communicate proactively with management regarding safety concerns, risks, incidents, support needs, and ideas for process improvements.
- Champion The Babes Project's values and culture by engaging with the team and participants in a positive, respectful, and collaborative manner.

Experience / Skill Requirements

We're looking for someone who brings both heart and expertise to this role - someone who is passionate about supporting vulnerable women through pregnancy and parenting, and who values the importance of strong systems and policies in delivering excellent care.

The ideal volunteer will bring the following experience and attributes:

- Demonstrated experience in administration or policy development, ideally in a community, health, or not-for-profit setting.
- Proven ability to write and review organisational policies and procedures with attention to compliance, clarity, and tone.
- Confidence using computers and associated software; familiarity with iMacs is highly desirable.
- Excellent written and verbal communication skills, with an ability to adapt communication for different audiences.
- A people-focused, process-aware mindset – able to support team dynamics, recruitment processes, training, and staff/volunteer coordination.
- A mature and calm approach to problem-solving and decision-making.
- A self-starter with strong initiative who also values collaboration and teamwork.
- Physical ability to sit or stand for periods over 30 minutes, climb stairs, and occasionally lift or carry items up to 10kg.
- A non-judgmental, compassionate approach, with an understanding of the sensitive and complex situations faced by the women and families we support.
- A commitment to confidentiality and professional boundaries, with respect for client privacy and organisational intellectual property.

Our commitment to Child Safety

The Babes Project is committed to operating as a child safe organisation. We seek to protect children in everything we do, creating safe spaces for children and families, where young people are valued, respected and empowered. We do not tolerate any behaviour which constitutes grooming or child abuse. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children and children from culturally and/or linguistically diverse backgrounds. We will also provide a safe and respectful environment for children with a disability and children who identify as LGBTQIA+. In summary, we work to ensure all individuals are treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion.