

Volunteers and Training Coordinator Role Description

What is the role?

The Volunteers and Training Coordinator's main role is to coordinate the recruitment, training, and ongoing participation of regular, task-specific, and casual volunteers of Thoughtful Foods. It is the responsibility of the Volunteers and Training Coordinator to provide volunteers with mandatory training and additional support or training as needed. It is also the responsibility of the Volunteers and Training Coordinator to keep relevant volunteer files up-to-date with volunteers' skills and availability.

The Volunteers and Training Coordinator:

- Ensures appropriate rostering of volunteers
 - Ensures the shop is staffed at all times
- Is the main point of contact for volunteers, both new and existing
- Actively recruits volunteers
- Coordinates the training of volunteers
- Supports the well-being and performance of volunteers
 - Assists in additional training of volunteers who demonstrate specific skills, abilities, and/or interests

There is no specifically associated shop shift for this role but it is required that the coordinator has at least one four to five hour weekly shift as well as attend weekly coordinator meetings at a minimum. Ideally, this shift is timed to facilitate access to new volunteer induction and training, typically as a split shift of a regular 3 hours on Tuesdays and then additional 1.5-2 hours during at the week to run buddied shifts or training for volunteers

Why is this role important?

Thoughtful Foods is 100% run by volunteers. The smooth running of the co-op depends on our volunteers. Identifying and fostering new volunteers and promoting their participation is key to ensuring Thoughtful Foods has a sustainable volunteer workforce.

The Volunteers and Training Coordinator is often the first or main point of contact to introduce new volunteers to the workings of the co-op. Ensuring the wellbeing, safety, and trust of volunteers is extremely important, in addition to nurturing existing or developing new skill sets and potential in volunteers. The Volunteer and Training Coordinator oversees volunteers' development and builds capacity in the co-op. The Volunteer and Training Coordinator develops programs for efficient, diverse and reliable volunteer opportunities.

The Volunteers and Training Coordinator is responsible for ensuring volunteer inductions and training promotes the mandatory safety requirements and policies of Thoughtful Foods. This is an important preventative approach to both occupational and cultural safety. It is vital to ensuring volunteers have a good understanding of Thoughtful Foods' organisational needs and expectations of volunteers, and their responsibilities as volunteers.

The Volunteers and Training Coordinator aids in promoting the sustainability of the co-op by efficiently delegating and/or spreading tasks or projects amongst volunteers depending on their interests and skill sets.

Tasks

Daily tasks for the Volunteers and Training Coordinator include:

- Maintain the volunteer@thoughtfulfoods.org.au email address and Google Drive
- Respond to messages from vollies
- Maintain, troubleshoot and ensure the roster is up-to-date

Weekly tasks

- 4-5 hour shop shift, split across a regular 3 hours shift and buddied shifts/training for new and/or existing volunteers
- Attend weekly coordinator meetings (including reviewing minutes from the last meeting, updating action items, agenda and role update)
 - Taking any volunteer issues to the coordinator meeting to discuss and resolve
- Manage and fill the roster
 - Send out the roster to the Whatsapp group each Monday after the meeting. Include any other messages/reminders
- Action items from coordinator meeting
- Check volunteer hours have been logged for the week and follow up as needed
- Maintain and update the Volunteer Coordinator Trello board

Fortnightly tasks

- Send out the Volunteer Updates email every second Tuesday morning (roster for two weeks, as well as updates from other coordinators for their areas of responsibility including process changes, event updates, and communicating from a Coordinator / Director level to vollies)

Monthly tasks

- Send monthly report to Directors - number of inductions, buddied shifts, new volunteers, current number of regular volunteers, current list of permanent volunteers

Tasks as required

- Respond to all volunteer Expressions of Interest (EOIs)
 - Send out the Induction email to new volunteers
 - Manage the volunteer induction form and quiz (the Systems and Operations Coordinator can assist with technical aspects), ensuring that all volunteers have completed the quiz, provided emergency contact details and agreed to Thoughtful Foods policies
- Updating paths and tags on NationBuilder with new (and existing) volunteer info
- Add new volunteers to WhatsApp groups
- Shift confirmations with new volunteers prior to having a recurring shift time
- Create Lightspeed accounts for new volunteers
- Provide additional training for confident volunteers (e.g. open and close training)
- Provide remedial and refresher training to volunteers as needed
- Manage and update training material for volunteers
- Train, mentor and support more experienced volunteers who assist with running buddied shifts
- Source and train volunteers for stalls and events
- Follow-up with volunteers
 - If volunteers are not attending or late
 - If volunteers are not logging hours
 - Ensure volunteers understand expectations, and know how to complete tasks
 - Ensure permanent volunteers are meeting the required hours and follow up as needed
- Uphold Thoughtful Foods policies (e.g. WHS policies) and procedures
- Ensure volunteers are also upholding Thoughtful Foods policies and procedures
- Actively promote Thoughtful Foods volunteers opportunities with other groups on campus and in the community
- Maintain functional activities and rosters for volunteers to contribute to
- Liaise with UNSW to learn about recognised volunteering opportunities (e.g. provide an opportunity to recognise volunteering with Thoughtful Foods on non-academic transcripts)

Termly tasks

- Organise volllie social/training events to promote and foster community spirit in collaboration with the Potluck Organiser
- Organise a Volunteer Engagement event in week 1 of each term

- Volunteer check-ins (preferably in-person)
- Reach out to school of BEES to send out a volunteering post on Moodle
- Train experienced volunteers on how to run a volunteer buddy shift
- Attend Coordinator training days and planning sessions

Biannual tasks

- Review the induction process (including the induction email, questionnaire, videos / scripts etc.)
- Review the Induction Shift and Training Guide and associated Checklist document

Annual tasks

- Review the Talking Points for Oweek document
 - Plan roster and training for O Week, ensuring both stalls and the shop are staffed
- Review and update volunteers in Whatsapp groups
- Review and remove relevant volunteers from personal phone
- Assist with and attend Coordinator Training

Working with other coordinators

- Refer volunteers to other Coordinators depending on skill set, suitability, and interest and help facilitate the building of project volunteer teams
- Work with Communications and Engagement Coordinator to organise and promote vllie events
- Support Operations and Systems Coordinator and People Director with Planning and Strategy Days and Training Days
- In conjunction with the People Director, maintain a log of training completed by coordinators and organise additional training as needed

Working with volunteers

Project volunteers the Volunteers and Training Coordinator is responsible for and coordinates/acts as the point person for include:

- Shop shift volunteers, including buddies/trainers
- Events and Outreach Crew
- Stalls Crew
- Potluck Organiser
- Back-up Roster Wrangler and Contact Point

Managing the main Volunteers WhatsApp group is part of this role.

Key dates

As per A Year in the Life doc.

Selection Criteria

- Outgoing and enthusiastic
- Excellent written, electronic, and individual face-to-face and group communication skills
- Ability to navigate technology confidently and strong computer literacy skills
- Leads by example
- Ability to problem-solve and troubleshoot
- Understanding and commitment to workplace health and safety
- Productive and excellent time management
- Ideally, experience managing staff or volunteers
- Ideally, experience training and mentoring volunteers