**POSITION NO: DATE APPROVED:**

**DEPARTMENT:**

**DIVISION:**

**LOCATION:**

**OBJECTIVE OF VOLUNTEER SUPERVISOR**

The role of the Volunteer Supervisor is to recruit, support and recognise volunteers throughout the organisation.

**KEY RESPONSIBILITY AREAS**

Key responsibility areas of the Volunteer Supervisor are:

* Detail a list of the volunteer requirements for the organisation in conjunction with the Committee
* Establish policies and procedures for the effective management of volunteers
* Actively recruit volunteers
* Develop and oversee that the necessary volunteer screening is undertaken
* Support new volunteers induction by organising relevant people to support newcomers into their roles
* Identify and develop the necessary training for volunteers
* Act as the “go to” person for volunteers should they have a concern or problem
* Actively recognise volunteers generally and individually through organisation communication
* Develop marketing of new volunteering opportunities as appropriate
* Strategic planning, development and promotion of the organisation’s volunteer program.
* Monitor and evaluate volunteer’s activities and volunteer management systems.
* Develop and promote the value of volunteering in the rest of the organisation.
* Manage relationship-s between volunteers and the rest of the organisations.
* Attend Committee meetings when requested.

**ORGANISATIONAL RELATIONSHIP**

**Reports to:**  A responsible officer in your organisation

**Internal Liaison:** Volunteers, other <Your Organisation> Staff

**External Liaison:** <Your Organisation> Clients

**A. ACCOUNTABILITY AND EXTENT OF AUTHORITY**

The Volunteer Supervisor is responsible and accountable for:

* The need to respect and maintain volunteer privacy and confidentiality
* Ability to behave responsibly and carry out all the duties and responsibilities of the role with care
* Recording individual volunteer hours as performed

**B. JUDGEMENT AND DECISION MAKING**

The Volunteer Supervisor must be able to:

* Remain calm and make contact with supervising staff in an emergency situation

**C. SPECIALIST SKILLS AND KNOWLEDGE**

The Volunteer Supervisor must have:

* Personal characteristics of being a ‘team player’ but with broad vision and the ability to influence others.
* Knowledge and experience of community volunteerism
* Understanding of the relationship of volunteers to community.

**E. INTERPERSONAL SKILLS**

The Volunteer Supervisor must have:

* Ability to develop good relationships
* Ability to work as part of a team
* Ability to guide, influence and motivate others
* Effective communication skills.
* Flexible approach to how volunteer structure could be accommodate the needs of potential volunteers

If you are interested in this Volunteer Supervisor position, please contact **<Contact Name>** at **<Contact No>** or email **<Contact Email>.**