

<b>Position Title:</b>	Palliative Care Volunteering SA Project Coordinator
<b>Role Type:</b>	Ongoing (0.8FTE)
<b>Award and Level:</b>	Social, Community, Home Care and Disability Services Award Level 3
<b>Background</b>	
<p>Palliative Care South Australia (PCSA) is a leading charity and independent peak body representing palliative care providers, consumers and their families and those with an interest in palliative care in South Australia. PCSA was established in 1985 and is a membership-based organisation, supporting the individuals, families, carer's, community members, as well as specialist and generalist health care professionals working with South Australians experiencing serious illness, dying, death and grief. Collectively, the PCSA membership body holds tremendous knowledge and wisdom about the challenges the sector faces and the opportunities those challenges can bring. PCSA is a founding member of <a href="#">Palliative Care Australia</a>.</p>	
<b>Position Summary</b>	
<p>This position is responsible for coordination of the Palliative Care Volunteering SA project ensuring project deliverables are met on time and achieves desired outcomes.</p>	
<b>Main Tasks and Responsibilities</b>	
<p>Provide coordination of the following activities:</p> <ul style="list-style-type: none"> <li>• Implement and track the project plan</li> <li>• Manage project documentation, communication and correspondence both internally, with volunteer managers and stakeholders</li> <li>• Prepare a range of project related documents for key stakeholders as required including status updates, reports, financial spend and discussion papers</li> <li>• Coordinate risk and issues identification activities and coordinate their management, escalate as appropriate and ensure documentation supports continuous quality improvement processes</li> <li>• Develop and implement reporting requirements <ul style="list-style-type: none"> <li>○ Produce monthly standard project reports</li> <li>○ Maintain and monitor project task status updates in MONDAY.com and participate in weekly team huddles</li> <li>○ Use existing systems to maintain records of task activities and communications to ensure effective delivery of activities and whole of organisation communication and relationship tracking</li> </ul> </li> <li>• Provide navigation to people interested in volunteering – to organisations, support and education opportunities</li> <li>• Respond to volunteer enquiries and document needs and outcomes</li> <li>• Coordinate volunteer training (online and face to face) <ul style="list-style-type: none"> <li>○ including set up the session, organise and introduce guest facilitators during the sessions, liaise with participants, implement runsheet, work closely with Marketing and Events Officer</li> <li>○ deliver basic volunteering training/information sessions</li> </ul> </li> <li>• Create a database of volunteering organisations/groups that have an interest in palliative care volunteering/who are already volunteering <ul style="list-style-type: none"> <li>○ Liaise with volunteer coordinators to identify training and growth opportunities to incorporate palliative care volunteering/toolkits into their volunteering model</li> <li>○ Liaise with volunteer coordinators to participate in a Palliative Care Volunteering Networks</li> </ul> </li> <li>• Coordinate a networks and special interest groups for volunteer coordinators including guest speakers and meeting planning and facilitating sessions</li> </ul>	

- Liaise with volunteering leads in similar organisations and agencies to share learnings and opportunities
- Liaise with PCSA Communications and Events team to produce regular palliative care volunteering information, communications, awareness raising activities and storytelling

Coordinate volunteers across Palliative Care SA including:

- Recruit, train and coordinate AWSA program volunteers
- Lead and coach volunteers to enable them to be the best they can by providing supervision, mentoring and guidance
- Manage the effective delegation of workflow/duties to volunteers
- Create a positive and productive culture, ensuring to always lead by example

### **Governance, Quality and Continuous Improvement**

- Contribute to continuous improvement of the organisation's business management system
- Ensure appropriate knowledge management documentation is in place in your area
- Contribute to and undertake internal audits, paying attention to details of processes and identify improvements that can be made to deliver organisational results
- Assist in the development of work instructions and procedures

### **WHSE: Promote a Positive Work, Health and Safety Environment**

- Promote a workplace that is free from bullying and harassment
- Comply with Equal Employment Opportunity and Discrimination legislation
- Take personal responsibility for complying with WHS policies and procedures
- Follow all reasonable work instructions, work procedures and practices to maintain the health and safety of yourself and others in the workplace
- Ensure safety and ergonomics of your work area
- Keep the workplace free from harassment and discrimination

Notwithstanding the above, other duties as reasonably directed.

Key Attributes				
<b>Essential</b> <ul style="list-style-type: none"> <li>• Experience as Volunteer Coordinator/Management</li> <li>• Strong understanding of the Volunteering sector</li> <li>• Demonstrated project coordination (or similar) skills and proactive/solution based approach</li> <li>• Experience in maintain a customer relationships management (CRM) system i.e. salesforce or similar</li> <li>• High digital literacy skills (including accurate record coordination, activity tracking, reporting, Office365, PowerPoint, teams/zoom, Monday.com, Better Impact, Canva desirable)</li> <li>• High attention to detail, with high level of written and verbal communication skills, including the ability to edit and proofread documents, publications and communications</li> <li>• Demonstrated strong customer service, interpersonal and communication skills</li> <li>• Ability to maintain confidentiality of sensitive information</li> <li>• Ability to maintain appropriate professional boundaries</li> <li>• Sound time management, planning and organisational skills to meet the demand of a busy position</li> <li>• Strong sense of initiative and an ethos of continuous improvement</li> <li>• Problem solving and resourcefulness</li> <li>• Good listener, caring and compassionate</li> <li>• Flexibility and accountability</li> <li>• A shared passion and determination to play a key role in delivering the mission and vision of the organisation</li> </ul>				
<b>Desirable</b> <ul style="list-style-type: none"> <li>• Strong understanding of the Health Care sector</li> </ul>				
Our Inclusivity Statement				
<p>Palliative Care South Australia values diversity and is committed to creating an inclusive work environment. Recruitment and selection decisions are based on merit and not affected by irrelevant personal characteristics. We encourage people who identify with any of the following groups to actively seek employment with Palliative Care South Australia: Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ); Aboriginal and Torres Strait Islander (First Nations); people from Culturally and Linguistically Diverse (CALD) backgrounds and people with disability.</p>				
TERMS AND CONDITIONS OF EMPLOYMENT				
<p>Requirements:</p> <p>For acceptance of this position the employee must hold a current:</p> <ul style="list-style-type: none"> <li>• National Police Check</li> <li>• Current driver's license</li> <li>• Comply with stakeholder vaccination requirements</li> <li>• Right to work in Australia</li> <li>• Able to comply with stakeholder worker screening/check requirements</li> </ul> <p>Conditions</p> <ul style="list-style-type: none"> <li>• 6 month probation period for new employees</li> <li>• Comply with organisational policies and standards of conduct</li> <li>• Some intra and interstate travel may be required including overnight trips</li> <li>• Out of hours work may be required</li> </ul>				
EMPLOYEE ACKNOWLEDGEMENT				
Employee Full Name		Signature	Date	
Date Position Description (PD) Approved by CEO				21/5/2025