POSITION DESCRIPTION

PROGRAM COORDINATOR – VOLUNTEERING, CSE

RESPONSIBLE TO: Manager, Centre for Student Engagement

SUBORDINATE POSITIONS: Casual staff, UniCrew Team Leaders, volunteers

AWARD: Pulse Services Agreement 2016

SECTION: Centre for Student Engagement

JOB SUMMARY

Assist to build Pulse Centre for Student Engagement within the University of Wollongong, in order to provide valued, specialised and relevant extracurricular (social, developmental and leadership based) opportunities for students of the University. The Program Coordinator – Volunteering will coordinate and develop a range of student development programs, including but not limited to Community Volunteering and UniCrew programs.

CUSTOMER SERVICE

1. Research and create innovative volunteering opportunities that are valued by the University community
2. Ensure all volunteering opportunities are inclusive, valued and lead toward the UOW student experience
3. Foster positive relationships with students, staff and members of the wider community and increase the awareness and reach of volunteering and student development programs.
4. Liaise with a large number of students on a daily basis to provide program support, training, information and guidance
5. Recruit, train and supervise an adequate number of UniCrew Team Leaders to ensure continued success of the program
6. Actively conduct risk assessments with partner organisations, if required, to ensure the safety of our program participants
7. Actively research and recommend new program opportunities for CSE, follow and report on current student training & development trends at Universities and other tertiary institutions identified as best practice

FINANCIAL

8. Design cost effective and value for money programs and activities within budget
9. Maximise opportunity cost in the development and delivery of programs
10. Effectively cost each program and set key performance indicators
11. Assist in the development and servicing of sponsorship partnerships in collaboration with the CSE Manager (cash and in-kind)

PEOPLE AND CULTURE

12. Proactively lead, mentor and support volunteers and students in their professional development
13. Develop and maintain awareness of emerging trends and needs in tertiary student engagement
14. Participate in and where required conduct annual Learning and Develop Plans (LDP)
15. Recognise and recommend commendation of exceptional staff, student and volunteer contribution
16. Actively engage and support volunteer participants
BUSINESS PROCESS AND INNOVATION

17. Assist in development of marketing materials and the promotion of Pulse and, specifically, CSE programs.

18. Provide ongoing administrative support including communications within Pulse and UOW departments, preparation of weekly newsletters, maintenance of CSE student database and CSE website, invoice processing, and other tasks as required.

19. Assist in the development of policies and procedures for the administration and operation of the UniCrew and Impact program.

20. Other duties as directed by the CSE Manager.

WORK HEALTH AND SAFETY

21. Maintain a clean and safe work environment while complying with all Pulse safety policies and procedures.

22. Work within guidelines as detailed in the relevant “standard work method statements” (SWMS).

23. Report all workplace accidents and hazards to your supervisor. Implement immediate action for identifies hazards if able to do so safely.

24. Participate in workplace consultative meetings as required and recommend improvements to relevant “standard work method statements”.

25. Ensure that all tasks are conducted in a manner consistent with the standard work method statements.

Signed: ____________________________ Date: ________________

Employee

Signed: ____________________________ Date: ________________

Manager
PERSON SPECIFICATION

- An undergraduate degree, with relevant experience or extensive relevant experience, including experience in adult learning and training.
- Proven interpersonal and communication skills both written and verbal which enable the appointee to be an effective leader, mentor and coach.
- Demonstrated understanding and application of event management principles,
- Experience, and/or an interest in, UOW student engagement and events, and a current knowledge of UOW’s extra-curricular opportunities.
- Demonstrated ability to lead and direct small teams and achieve set learning and development outcomes.
- Ability to exercise initiative and be innovative.
- Ability to work both independently and as part of a team. High level of organisational skills and ability to handle a high volume of administrative tasks and verbal enquiries.
- Demonstrated ability to maintain and enhance relationships with a diverse range of people.
- Ability to work flexible hours, including evenings and weekends where applicable.
- Demonstrated understanding of risk management principles.
- Knowledge and understanding of EEO and OHS principles and policies.

Desirable

- Experience in developing and delivering workshops and training sessions in a tertiary environment.

All applicants are strongly advised to address each criterion individually in their application