Position Description

Job Title	**Volunteer Support Officer**
Reports to	Lead Volunteer Recruitment and Engagement
Department	People and Culture
Date Revised	October 2026

Position Summary
The Volunteer Support Officer is responsible for supporting the Lead, Volunteer Recruitment and Engagement with volunteer recruitment, screening, onboarding, engagement and retention activities across the St Vincent de Paul Society Victoria (SVDPV), VincentCare (VCV) and VincentCare Community Housing (VCCH), ensuring volunteer programs are supported to achieve their strategic and operational objectives in an efficient, mission focused and legally compliant manner. The role has a strong focus on ensuring all relevant information is available and communicated to all volunteers throughout their volunteer involvement cycle in an effective, clear and timely manner. This role will support the delivery of excellent support to members and volunteers, enabling them to effectively respond to the most disadvantaged in our communities.

Key Responsibilities & Deliverables	
Volunteer recruitment and engagement	• Supports end to end volunteer recruitment activities including role scoping, advertising, sourcing, screening coordination and placement, ensuring processes are timely, volunteer centred and aligned to operational need. • Ensures recruitment communications and information is provided to applicants in a clear, accurate, engaging and timely manner. • Assist in delivering practical recruitment plans to support services, programs, retail operations and community initiatives. • Supports the implementation of targeted attraction strategies to strengthen volunteer and membership pipelines. • Delivers onboarding and offboarding processes to ensure volunteers and members are provided with appropriate communication and documentation. • Facilitate compliance process for volunteers and members.

Key Responsibilities & Deliverables	
	• Supports and facilitates communications to volunteers and members in a clear and timely manner • Ensures volunteer and membership database is accurate. • Respond to queries or feedback from volunteers and members in a timely and accurate manner. • Consistently delivers high-quality service, resolves enquiries effectively, and fosters a positive volunteer experience throughout the volunteer lifecycle.
Planning and process development	• Supports and contributes to the ongoing development of volunteer systems, policies, tools and reporting to improve service delivery, responsiveness and consistency across the group. • Support and contribute to ongoing improvement of recruitment, onboarding, engagement and retention processes. • Coordinate with central office, retail and membership teams to ensure onboarding, induction and training is provided in a timely manner. • Escalate feedback in a timely manner through the established channels
Contribute to the organisational culture	• Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society and ensure the Society's values are incorporated into all aspects of the performance of the role • Respect the Catholic values inherent within the Mission of the organisation and the expression of spirituality and reflective practice in the workplace • Positively contribute to and influence organisational culture • Actively participate in activities that develop your personal and professional skills, knowledge and experience • Regularly attend and actively participate in all team / divisional and organisational meetings

Key Responsibilities & Deliverables	
	• Contribute to developing a culture of continuous improvement and respond positively to change
THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.	

Core Competencies	
Service Excellence	Demonstrates a genuine commitment to providing responsive, professional and volunteer-centred support.
Communication and Relationship Management	Actively listens, adapts communication style to different audiences and ensures information is conveyed in an accurate and professional manner.
Planning and Organisation	Maintains accurate records and ensures recruitment, onboarding, compliance and administrative processes are completed in an accurate and timely manner.
Continuous improvement	Proactively identifies opportunities to improve processes, systems and service delivery using sound judgement.
Values and Mission Alignment	Commitment to the mission, values and ethos of the Society.

Key Selection Criteria	
Qualifications	• Tertiary qualification in Human Resources, community services, business, volunteer management or related field (desirable)
Experience	• Customer Service or Call Centre experience (required) • Demonstrated experience in the use of MS Office suite and data management
Knowledge	• Working knowledge of recruitment, onboarding and offboarding process • Understanding of the not-for-profit sector
Skills	• Strong communication and listening skills • Strong attention to detail • Exceptional time management skills • Ability to multi-task and problem solve • Good understanding of volunteers and volunteer led organisations
Personal Attributes	• Values driven and cultural alignment • Ability to become aware of and understand the mission of St Vincent de Paul Society

	• Commitment & empathy toward the work of the Society and its volunteers and members • Patience – able to proactively problem solve in a calm and composed manner • Ability to work in a team and autonomously

Other Key Job Requirements	
Police Check	Renewed Every 5 Years
Working with Children Check	Renewed Every 5 Years

Wellbeing, Health & Safety

Child Safety Statement

St Vincent de Paul Society is committed to the safety and wellbeing of all children and young people. Our members, volunteers and employees understand that child safety is everyone's responsibility and is at the centre of all that we do and every decision we make.

We have zero tolerance for child abuse or neglect of child safety

We are committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect them. This includes but is not limited to the cultural safety of Aboriginal & Torres Strait Islander children, children from diverse cultural, linguistic, and/or religious backgrounds, children who identify as LGBTQI+, and children with a disability.

Whilst all St Vincent de Paul programs and activities may not involve regular contact with children by SVDP Representatives, it is the decision of St Vincent de Paul State Council that all St Vincent de Paul programs and activities will be subject to the Child Safety Policy.

Acknowledgement of Country



Diversity and Inclusion

We are committed to the principles of social justice and aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation or religion.

