



## **ALFALFA HOUSE**

COMMUNITY FOOD CO-OP • SINCE 1981  
113 Enmore Road  
Enmore NSW 2042  
TEL 9519 3374  
WEB [alfalfahouse.org](http://alfalfahouse.org)

# Position Vacant: **Volunteer Coordinator**

<b>Status</b>	Permanent Part-time (5 hours per week)
<b>Shift</b>	Weekday, to be discussed with Acting Coordinator
<b>Remuneration</b>	Level 3 General Retail Award Weekdays \$20.22 per hour
<b>Applications close</b>	Wednesday October 5, 2016

### **Position Summary**

The Volunteer Coordinator reports to and is accountable to the Acting Coordinator of Alfalfa House. The position is responsible for supporting volunteers in the co-op through high-quality communication and creating structures of support. It is essential that the Volunteer Coordinator works cooperatively with all staff, MC and volunteers to achieve a consistently high standard of service to members and shop customers. The Volunteer Coordinator may offer to work Shop Coordinator hours on a casual basis, subject to availability.

### **Job Description**

- 1 Develop and improve volunteers systems.
- 2 Increase in community feel to the shop.
- 3 Develop systems to ensure that volunteers feel appreciated for the work they do.
- 4 Increase communication between volunteers and Alfalfa House to maximise volunteer and staff understanding of the role of volunteers within Alfalfa House, improve retention of volunteers and volunteer maintenance of shifts.
- 5 Plan, develop and improve systems for the induction and training of volunteers, including stock handling.
- 6 Plan, develop and improve buddy systems, follow up training and continuous learning opportunities for volunteers.
- 7 Send out volunteer e-news.
- 8 Contribute newsletter, website and social media content on volunteering.
- 9 Set up online roster, sending out week ahead roster emailed out. Set up system to automate reminders for volunteer shifts.
- 10 Organise volunteers for extra-ordinary events such as stocktake, renovations or fundraisers.

- 11 Work with the Acting Coordinator, staff, MC and Volunteer Engagement Working Group to develop volunteer tasks and projects.
- 12 Train staff as necessary in volunteer management.
- 13 Ensure effective volunteer records are kept of volunteer hours.
- 14 Contribute to a positive work environment for the volunteers, including promotion and application of workplace health and safety, equity, cultural diversity and ethical practice principles.
- 15 Maintain co-op policies and procedures as they relate to the Volunteer Coordinator role.
- 16 Prepare written monthly reports for the Acting Coordinator.

## **Employment Selection Criteria**

### **Essential**

- 1 Ability to maintain, develop and improve systems in volunteer management.
- 2 Experience in liaising and communicating with volunteers, staff, and other members.
- 3 Ability to train, supervise and direct volunteers, as needed.
- 4 Ability to work with and train other staff and to train, supervise and direct volunteers, as needed.
- 5 Individual initiative and the ability to work within a team.
- 6 Working knowledge of WH&S regulations and practices and food safety and hygiene practices.
- 7 Time management skills, including the ability to prioritise tasks.
- 8 Good communication skills, including verbal and written communication skills
- 9 The ability to show initiative and work within a team environment.
- 10 Computer literacy and relevant level of expertise in word, excel, email and database programs. (Alfalfa House is an AppleMac computer environment; our database software is FileMaker Pro; and our ordering system is Excel-based).
- 11 An understanding of and use of cooperative structures, consensus decision-making and conflict resolution strategies.

## **Employment Selection Criteria**

### **Desirable**

- 1 Experience in the not-for-profit sector.
- 2 Previous participation in a co-op and/or with community-based organisations.
- 3 An active passion for, and working knowledge in, environmental, social and local economic sustainability.
- 4 Successful development, promotion and application of ideas or projects.

## **Aims of the position**

- 1 Increase in community feel to the shop.
- 2 Reduce workload of Acting Coordinator and other shop staff.
- 3 Improve consistency and retention of volunteers in the coop.

## **Priorities for volunteers**

- 1 Social media.
- 2 Deep cleaning support for staff.

Please note: A performance review of the position will be conducted at the end of the first three (3) months of employment.

### **How to apply for this job**

Please submit a written application addressing each of the selection criteria as separate discrete points.

In your application, please include your contact details, a current resumé, and the names and phone numbers of two referees (who can be contacted in Australia).

Please Note: Applications will only be accepted in digital form, ideally emailed. Send email to [manager@alfalahouse.org](mailto:manager@alfalahouse.org), using the subject line: Shop Coordinator application

Attachments must be in Word (.doc only, NOT .docx), Rich Text Format (rtf), or PDF format.

For further information, please contact the Acting Coordinator: Human Resources on 9519 3374 or by email at [manager@alfalahouse.org](mailto:manager@alfalahouse.org).

Please note that employees of Alfalfa House are required to be members of the co-op. Alfalfa House is an equal opportunity employer.

Email applications must be sent before midnight Wednesday October 5, 2016.

Interviews are planned for the week beginning Monday October 10, 2016.