



Hi, Leep is Hiring!

We are a for-purpose organisation with a difference. We're change makers, we're fast thinking and we're courageous. We believe everyone has a right to have the necessary skills to enjoy the social and economic benefits of living in a digital world. This is our purpose and our quest. We do what we love, with people we like, to help make the world more inclusive. To work at Leep you have to be amazing!

Current Career Opportunities are:

- Volunteer Support Service Manager
- Operations and Events Coordinator

Why work with us

We have an amazing team with a diverse range of expertise and experiences. Our work provides positive social impact every day. We value people who:

- love what they do
- think outside of the box
- are always learning
- give more than they take
- and always put people first

Benefits of working with us

- Above award conditions including pay rates, annual and personal/carers leave and generous salary packaging options that can increase your take home pay by paying certain expenses using pre-tax dollars up to \$18,500 a year.
- Flexible working conditions within a fully remote team
- Collaborative team environment
- Purpose driven career
- Genuine commitment to diversity in the team – people with lived experience of disability are welcomed

HOW TO APPLY

Only applicants who submit a **Selection Criteria** of how they meet the **Required Skills, Knowledge & Qualifications** and the **Requirements for Remote Working** found in the position description **will be considered**.

Send your **application** together with your **resume** to carol@thehumanequation.com.au

Please contact Cecily Michaels, CEO, on 1300 163 106 Ext 20 with any enquiries.

Closing date: as soon as possible

Position Details

Position:	Volunteer Support Service Manager
Reporting to:	Chief Operating Officer
Status:	Permanent full-time (35 hours per week)
Award Classification:	Level 5, Social, Community, Home Care & Disability Services Award
Probationary Period:	Six months
Location:	Remote working

Organisation Overview

Leep enables people to use technology in an increasingly digital world. We support all people to build digital skills and confidence, to close the digital divide and reduce social and economic exclusion through one-on-one digital mentoring.

We welcome high achievers, who share our passion for social justice and inclusion, can engage with a variety of stakeholders (older and poorer Australians, people with disability, people from other cultures/refugees, potential partners and donors), are digitally savvy and are excited to take on new challenges with initiative and creativity.

Position Overview & Purpose

This role will be supporting the recruitment, training and retention of volunteers across volunteer involving organisations in Western Sydney. This role is also key to enabling Leep to achieve its mission of building digital literacy in communities experiencing disadvantage through a network of motivated, committed and skilled volunteers.

Characteristics of the Applicant

The Volunteer Support Service Manager will display the following characteristics:

- A high achiever who shares our passion for social justice and inclusion
- Flexibility, with the ability to shift priorities in a dynamic and ever-changing environment
- A solutions-focused attitude to efficiently respond to different challenges and opportunities
- Tech savvy, comfortable to work with new systems and processes

- Rigorous attention to detail
- Ability to learn new skills with enthusiasm
- Ability to work under broad direction and exercise responsibility for relevant activities
- Ability to engage with a variety of stakeholders (older and poorer Australians, people with disability, people from other cultures/refugees, potential partners and donors)
- Ability to be a team player and achieve common goals.

Required Skills, Knowledge and Qualifications

Skills:

- Minimum of 5 years' experience in a comparable role
- Excellent interpersonal and relationship management skills, with a demonstrated ability to consult, influence and liaise with internal and external stakeholders from a variety of backgrounds and experiences
- Exceptional communication skills with the ability to clearly and effectively convey messages and information, both in written and verbal formats
- Demonstrated skills in the recruitment and assessment of volunteers or paid employees
- Demonstrated abilities in designing online and face to face training materials
- Innovative facilitation and presentation skills
- Experience in planning and managing programs or projects
- Ability to be self-directed and self-motivated in a remote working environment
- Strong computer literacy.

Qualifications:

- Degree in relevant discipline (eg community development, human resources, adult learning) or equivalent experience
- Certificate IV in Training and Assessment or equivalent to 3 years' training experience

Other:

- Willingness to work flexible hours when required
- Commitment to social justice

Desirable Skills, Knowledge and Qualifications

- Experience working in the not for profit sector
- Understanding of or experience in the volunteering sector
- Experience managing a small team

Extent of Authority

The Volunteer Support Service Manager will be directly responsible to the Chief Operating Officer. In accordance with Leep NGO's governance, the position is ultimately accountable to Leep NGO's Board of Directors.

Accountabilities & Key Activities

Leep Volunteers

- Work with internal stakeholders to design and implement initiatives to encourage members of the community to volunteer.
- Develop and maintain processes for the assessment, engagement and onboarding of volunteers.
- Deliver online training for Leep volunteers.
- Support the Area Coordinators to match volunteers to learners.
- Design and implement processes to keep volunteers committed and motivated including ongoing development and recognition mechanisms.
- Provide regular support to Area Coordinators.
- Implement volunteer exit processes when required.
- Working with internal stakeholders, design and implement processes to evaluate the volunteer and learner experience.

Volunteer Training

- Maintain knowledge in best practice volunteer training.
- Design and develop curricula and learning materials for volunteer training for a variety of platforms, both face-to-face and online.
- Assess emerging needs in the volunteer space and design bespoke training events.

Sector Support

- In collaboration with internal stakeholders, develop a promotional program for Leep's volunteer training services to relevant organisations.
- Develop relationships with relevant organisations and deliver training services.
- Provide advice and support to Volunteer Managers on best practice in volunteer involvement for recruiting, training, managing and retaining volunteers.
- Plan activities that address emerging volunteer management issues for regular Volunteer Manager Forums.

Program Administration

- Undertake all day-to-day administrative activities for Leep's volunteer program such as program logistics and budget oversight.

- Establish and provide effective records management to ensure that reports, statistics, policies and procedures, job descriptions and training information are accessible and up to date.

Team Leadership

- Lead, manage and supervise direct reports in accordance with Leep's policies and procedures.

General Responsibilities

- Report against goals and targets as required which includes, but is not limited to:
 - Bimonthly Board reports
 - Annual reports
- Prepare for and attend support and supervision with direct supervisor(s) on a bimonthly basis.
- Demonstrate commitment to Leep values and brand personality.
- Abide by all remote working policies and procedures.
- Undertake other duties and responsibilities within the scope of this role as required.

Shared Responsibilities

These duties are shared amongst the entire team at Leep NGO, with the expectation that each team members engages with them to the best of their ability.

- Promote the projects and activities of Leep NGO within the broader community.
- Undertake training appropriate to the position.
- Participate actively in staff meetings, staff appraisal/supervision mechanisms, and organisational planning sessions.
- Work collaboratively with other team members, contributing positively to team dynamics.
- Work in accordance with the vision, mission, objectives and the Policies and Procedures of Leep NGO.
- Participate in the development and activities of other Leep NGO projects as required.
- Incorporate access and equity principles in the development of projects and activities and through the provision of training, resources and information.
- Participate in relevant networking and information exchange and collaborative activities relevant to the position.

Key Relationships

Internal

- Leep Board of Directors
- Leep Chief Executive Officer
- Leep Team
- Volunteers

External

- Peak Bodies
- Local, State and Federal government representatives
- Community organisations
- Volunteer involving organisations
- Volunteers including Area Coordinators
- Learners
- Clients
- Community Sector workers

Accountability

Key Performance Measures

Leep Volunteers

- Number of volunteers recruited, trained and deployed
- Retention rate of volunteers
- Feedback from volunteers
- Feedback from learners
- Performance against the Australian National Standards for Volunteer Involvement or other relevant framework

Volunteer Training

- Quality of training materials
- Training participant feedback / evaluation

Sector Support

- Number of 'client' organisations
- Number of volunteer training events per year
- Number of Volunteer Manager forums per year
- Attendance level at Volunteer Manager forums
- Feedback from Volunteer Managers

Program Administration

- Currency and accessibility of program records
- Quality of training materials
- Budgetary compliance.

Team Leadership

- Level of team performance.

General responsibilities

- Relevant reports completed and submitted on time and in line with contractual agreements
- Visible and consistent commitment to Leep values and brand personality

- Contribution to positive team dynamics

Requirements for Remote Working

The Leep team is fully remote! We are practising digital inclusion and have developed sound working practices to support our remote team and keep engaged and connected with each other.

To be part of our remote team, you will need to:

- Have suitable office facilities at your home or other place of work. Suitable office facilities include a dedicated workspace that will be assessed against our Workplace Health & Safety requirements.
- Have adequate lighting.
- Have a work area free of trip, slip, fall and electrical hazards.
- Have adequate security for Leep equipment (eg, locks on doors, secure storage of Leep equipment).
- Agree to allow Leep to physically inspect and assess your remote working facilities.
- Agree to wear business attire including suitable footwear during working hours.
- Have reliable internet access.
- Have reliable mobile phone coverage.
- Agree to abide by our policies and procedures at all times.
- Agree to be available by phone, email and other media such as Teams and Zoom during all your working hours.
- Be able to establish and stick to your own work routine.

We will support you to work remotely by:

- Providing you with a laptop or other computer equipment.
- Providing an ergonomic chair and a desk (if you don't have one).
- Paying you a Remote Working Allowance of \$100 per quarter to contribute to your electricity, internet and local travel costs (although you will not have the costs associated with regular commuting).
- Giving you comprehensive training when you first start and access to ongoing professional development.
- Connecting in with you regularly.
- Inviting you to regular digital and in-person team events (when COVID-19 is over).