



POSITION DESCRIPTION



Position Title:	COORDINATOR OF VOLUNTEERS		
Industrial Instrument:	Eastern Palliative Care Association Incorporated Allied Health Employees Enterprise Agreement 2024	Department:	Allied Health and Volunteers
Responsible To:	Volunteer Services Team Leader	Hours of Duty:	As per contract
Performance Appraisal:	Regularly during the first six months and then annually at the anniversary of commencement		Page 1 of 4

*Eastern Palliative Care Ltd. (EPC) delivers home-based care services to the eastern region of the Greater Melbourne area within a value based health care framework.
All staff and volunteers of EPC must demonstrate a commitment to our Code of Ethics, Code of Conduct and a willingness to work within the organisational Purpose and Values.*

Our Purpose:

*Our clients live with the best quality of life, before dying in their place of choice.
Our clients, their families and carers are supported according to their needs and choices.
Our resources are managed wisely and sustainably to provide value for the community.*

Our External Values:

Compassion - Empathy for others in their end of life experience by listening, accepting and actively responding to their needs
Dignity - Upholding the unique personality, situation, and choices of people, valuing their lives in the face of death, and respecting their rights.
Excellence - Delivering evidence-based quality care, underpinned by ethical practice, research and leadership.
Empowerment - Building trust with people, that puts them at the centre of decision-making and enables control and choices

Our Internal Values:

Compassion

I contribute to being part of a respectful workplace with a culture of supporting and caring for each other, as teams and colleagues.

Dignity

I value everyone's contribution and am able to have difficult conversations that show respect for and acceptance of our differences.

Excellence

I help support a culture of continuous improvement within the organisation at every level, including having a positive attitude, and an appetite to learn and grow.

Empowerment

I value other people's opinions. I practise timely two-way communication that aims for clarity and honesty to encourage a culture of trust and transparency. I take opportunities to be involved with planning and strategizing, to help myself and my team perform at our best.

Equity and Access: *EPC is committed to equal opportunity, social justice, cultural diversity, and social inclusion in community based palliative care. We recognise the value of diversity amongst staff and clients, and we aim to create an inclusive work and healthcare environment free from discrimination and harassment. We also respect that different cultures, rights and practices exist within the community.*



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COORDINATOR OF VOLUNTEERS

As a member of the Volunteer Services Team and accountable to the Volunteer Services Team Leader, the Coordinator of Volunteers will be responsible for an agreed portfolio of volunteer support that will provide assistance to Eastern Palliative Care clients, carers and programs. All Coordinators of Volunteers responsibilities include a combination of recruiting, training, mentoring, supporting and linking of Volunteers to identified clients.

Direct Reports: *Volunteers involved in the programs for which you are responsible, and other Volunteers as appropriate.*

Essential Education Qualifications/Competencies:

- Understanding and awareness of the role of volunteers in organisations.
- Minimum of three years' experience in a volunteer services environment.
- High level of IT skills including Microsoft Office programs.
- Proven ability to design and deliver modules of training.
- Demonstrated leadership skills.
- Ability to work in an interdisciplinary setting.
- Excellent organisational, communication and interpersonal skills.
- Current Victorian driver's licence, good driving record and willingness to use own vehicle in line with EPC Process Map 1761 – Motor Vehicle Use Of.

Desirable Qualifications/Competencies:

- Certificate IV in Workplace Assessment and Training.
- Tertiary qualifications in volunteer/health/community services.
- Use of data information programs such as Better Impact or similar.
- Experience in a palliative care environment or other health/human/community services.

Key Results Areas:

1. Demonstrates a commitment to quality, continuous improvement, occupational health and safety and risk management.
2. Demonstrates leadership of volunteers, self and programs
3. Demonstrates sound stakeholder engagement
4. Utilises sound administration and technology skills
5. Utilise culturally appropriate communication and strategies.



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Key Result Area 1	Demonstrates a commitment to quality, safety and risk management
	<ul style="list-style-type: none"> 1.1 Takes responsibility for own health and safety and that of others who may be affected by workplace conduct. 1.2 Ensure all incidents including near misses are reported as soon as practicable in Helpmaster. 1.3 Actively participate in meetings to discuss risk management and other health and safety initiatives and complete all mandatory training and competencies. 1.4 Engage and foster evidence based best practice and continuous quality improvement processes, including but not limited to value based healthcare.
Key Result Area 2	Demonstrates leadership of volunteers, self and programs
	<ul style="list-style-type: none"> 2.1 Provide leadership, mentoring, and ongoing support to EPC volunteers, ensuring alignment with EPC's strategic goals. 2.2 Participate in recruitment, orientation, training, performance appraisal, and continuing education for volunteers. 2.3 Offer flexible coverage for other Volunteer Coordinators and the Team Leader and contribute to the development and leadership of new and existing volunteer programs. 2.4 Demonstrate sound organisational and decision-making skills that support the daily operations of the team. 2.5 Coordinate volunteer events, support team operations, and engage in ongoing professional development and training initiatives.
Key Result Area 3	Demonstrates sound stakeholder engagement
	<ul style="list-style-type: none"> 3.1 Build and maintain effective relationships with internal staff and external agencies to support volunteer services. 3.2 Facilitate connections between volunteers, clients, and carers in collaboration with clinical staff, ensuring client needs and expectations are met. 3.3 Support volunteers throughout their placements and maintain accurate data on volunteer availability and client links.
Key Result Area 4	Utilises sound administration and technology skills
	<ul style="list-style-type: none"> 4.1 Maintain accurate records and databases, ensuring compliance with legal and organisational information management policies. 4.2 Demonstrate effective use of technology and contribute to the development of efficient administrative systems.



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	<p>4.3 Contribute to the development of policies, process maps and protocols to ensure the efficient operation of the Volunteer Services Team.</p> <p>4.4 Provides administrative support to the Volunteer Services team as needed.</p>
Key Result Area 5	Utilise culturally appropriate communication and strategies
	<p>5.1 Demonstrates a positive regard for all cultures.</p> <p>5.2 Responds to others in a non-judgmental and non-evaluating manner.</p> <p>5.3 Demonstrates the ability to adapt clinical interventions to meet specific cultural needs as appropriate.</p>

Date Reviewed:

September 2025