



Contact: 08 8931 0093
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Position Description: Volunteer and Program Coordinator

Reports To: General Manager (GM)

Award: Social, Community, Home care and Disability Services industry Award (MA000100)

Remuneration: Level 3.1

Position Purpose

The Volunteer and Program Coordinator is responsible for recruiting, training, coordinating, and supporting volunteers to ensure the effective delivery of programs and services. They will oversee volunteer-related policies, compliance, and engagement to enhance volunteer satisfaction and contribution, aligning with the organisation's vision and mission. This position will also be the driving force behind RDA Top End's program development and coordination.

Key Responsibilities

Volunteer Recruitment, Engagement & Compliance

- Identify and promote avenues to increase volunteer engagement and participation.
- Advertise and liaise with partners to recruit suitable volunteers.
- Build relationships with local organisations, community groups, and other stakeholders to grow the volunteer base.
- Maintain accurate and up-to-date volunteer records, including inquiry forms, application forms, Ochre Card, and other compliance documentation.
- Ensure all legislative and organisational requirements related to volunteers are communicated and met.

Volunteer Training and Development

- Develop, Administer, coordinate, and facilitate volunteer induction programs in collaboration with coaches.
- Organise and support regular volunteer training, leveraging volunteers' strengths and interests to match them to suitable roles.



- Provide ongoing feedback, guidance, and support to volunteers to foster skill development and engagement.

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Volunteer Coordination and Communication

- Liaise with staff and coaches to develop and manage volunteer rosters.
- Coordinate volunteer involvement across programs and stables, ensuring alignment with organisational needs.
- Communicate clear and concise messages and instructions to volunteers through various mediums, including email, phone, and face-to-face interactions.

Program Development, Coordination & Reporting

- Develop and provide program plans to relevant stakeholders.
- Promote programs to partners such as schools, disability providers, and community members.
- Develop and manage unmounted activities (e.g., Saddle Up).
- Collect and create resources to support learning and skills development for individuals with disabilities.
- Create progress reports for individual riders with support from coaches.
- Draft program reports for funding partners.

Policies and Procedures

- Draft and implement policies and procedures for effective volunteer management.
- Develop Terms of Reference and briefs for volunteer committee.

Volunteer Recognition and Industry Engagement

- Identify and organise opportunities to recognise and reward volunteer contributions.
- Stay informed about industry trends and best practices in volunteer management through memberships and engagement with key stakeholders, such as Volunteering SA&NT.

Team Collaboration

- Assist in other organisational areas as needed, contributing to the overall success of the organisation as a small, community-focused team.



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Key Performance Indicators (KPIs)

- Increased volunteer recruitment and retention rates.
- High levels of volunteer satisfaction and engagement.
- Compliance with all legislative and organisational requirements related to volunteers.
- Successful delivery of volunteer induction and training programs.
- Positive feedback from staff, coaches, and volunteers regarding coordination and communication.
- Identify, develop and manage programs, including meeting reporting requirements of funding partners.

Key Skills and Attributes

- Strong interpersonal and communication skills.
- Proven ability to recruit, train, and coordinate volunteers effectively.
- High level of organisational skills, including rostering and record-keeping.
- Knowledge of relevant legislation and best practices in volunteer management.
- Ability to work collaboratively in a small team environment.
- Proficiency in using digital tools for communication and record management.

Qualifications and Experience

- Previous experience in volunteer coordination or a similar role.
- Knowledge of compliance requirements and volunteer management frameworks.
- Experience working in a not-for-profit or community organisation is highly desirable.
- Experience working with people with a disability.