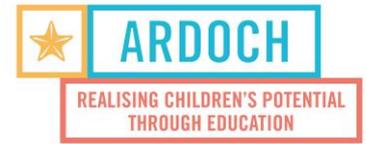


# Program Coordinator, Education Volunteers



## About Ardoch

Ardoch is a charity which provides education support for children and young people experiencing disadvantage.

We deliver tailored education and wellbeing programs which address barriers to education by providing vital learning and wellbeing resources and activities. We develop skills in the basic foundations of education such as literacy and numeracy. We broaden horizons for children by providing access to excursions and inspiring learning experiences. We mobilise volunteers to support students in schools and early childhood centres. We advocate for change so that key issues such as inequities in Australia's education system are at the forefront.

Ardoch works with thousands of children and young people in schools and early childhood centres in Victoria, New South Wales, Queensland and Western Australia. We achieve this by linking schools, businesses and communities to support programs and activities to assist schools, children and their families.

<b>Vision</b>	Our 2025 Vision is to be Australia's most impactful education partner supporting children in disadvantaged communities
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| <b>Values</b> | <ul style="list-style-type: none"> <li>★ Community - we bring people together</li> <li>★ Commitment - we seek long-term solutions</li> <li>★ Collaboration - we partner for maximum impact</li> <li>★ Respect - we listen and we care</li> <li>★ Accountability - we are open, honest and responsible</li> </ul> |
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<b>About Ardoch's Education Volunteers program</b>	<p>Ardoch's Education Volunteers program provides targeted support to enhance children and young people's learning outcomes. Recognising that poor literacy and numeracy is one of the most significant barriers to educational success, Ardoch volunteers assist and complement teachers in classrooms and early years settings, helping individual children or small groups of children who require extra support.</p> <p>Through the Education Volunteers program, Ardoch places screened and trained volunteers into early years centres and primary and secondary school classrooms.</p> <p>Education Volunteers commit two hours a week for at least six months to the partner site they are matched to. The volunteers attend at the same time each week and usually work one-on-one with a student or a group of students who need support. Ardoch provides training for volunteers before they are placed and offers ongoing professional development to support them in their roles.</p> <p>In primary school settings, volunteers typically provide in-classroom literacy support to engage children with reading, writing and language exercises aimed at improving their confidence, engagement, and interaction with literacy.</p> <p>In early years centres, Education Volunteers deliver the Early Language and Literacy (ELL) and Curious Young Minds programs, which were developed in collaboration with Deakin University. These programs include play-based activities that support children's oral language, literacy, STEM literacy and school readiness. The activities are delivered under the direction of the educators in the centre.</p>
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## Position: Program Coordinator, Education Volunteers

<b>Organisational Unit</b>	Programs Team
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<b>Tenure and Hours</b>	1.0 FTE (37.5 hours per week) ongoing. Open to discussion re 0.8 FTE (30 hours per week)
<b>Job Classification</b>	Modern SCHADS (Social, Community, Home Care and Disability Services Industry) Award 2010, Level 5.1
<b>Key Function/s</b>	<ul style="list-style-type: none"> <li>★ Coordinate the delivery of Ardoch's Education Volunteer program</li> <li>★ Develop the Education Volunteer program to ensure it continues to meet the needs of volunteers and educational partners</li> <li>★ Oversee the recruitment, training, screening and ongoing support provided to Education Volunteers to enable them to thrive</li> <li>★ Identify opportunities for process improvement which support the scale-up, delivery and evaluation of the program</li> <li>★ Build Ardoch's profile as a leader in mobilising volunteers</li> </ul>
<b>Location</b>	Level 4/85 Queen Street, Melbourne, VIC, 3000 (with some remote working)
<b>Reports to</b>	Programs Manager, Volunteer Programs
<b>Direct Reports</b>	Nil paid/unpaid staff
<b>Key Stakeholders</b>	<p><b>Internal:</b> Education Volunteers and Ardoch staff (especially Education Partnership Coordinators).</p> <p><b>External:</b> Volunteering bodies, volunteer referral organisations (for example universities, TAFES and lifestyle communities)</p>

#### Benefits of Working for Ardoch:

- ★ Working with like-minded colleagues to make a difference in our community to support the learning and wellbeing of children and young people experiencing disadvantage
- ★ Five days of designated gifted leave over the course of the year and a day off for your birthday
- ★ Flexible working arrangements, as agreed with your manager
- ★ Salary packaging, managed by Advantage Salary Packing, is available in line with current legislation
- ★ Ardoch's strong commitment to staff Learning and Development

## Position Responsibilities

### 1. Program Coordination

- ★ Develop and implement an annual program plan for the delivery of the Education Volunteers program, in line with targets, KPIs and available budget and resourcing
- ★ Develop and implement an annual training calendar and professional development plan for Education Volunteers
- ★ Monitor the progress of program delivery throughout the year and work with the team to adjust as required
- ★ Identify process improvement opportunities in the delivery of Ardoch's Education Volunteers programs which support efficiency, scaling and enhanced experiences for volunteers and other relevant stakeholders

### 2. Volunteer recruitment

- ★ Coordinate the recruitment of Education Volunteers, including developing an annual recruitment plan
- ★ Coordinate relationships with key stakeholders including volunteer peak bodies, volunteer resource agencies, universities, TAFEs and lifestyle communities to promote Ardoch's programs and recruitment of volunteers
- ★ Identify opportunities for increasing and diversifying the recruitment of Education Volunteers

### 3. Volunteer training

- ★ Coordinate the training curriculum for Education Volunteers, including online modules and instructor-led training
- ★ Take a lead role in delivering training sessions to volunteers and support other team members involved in presenting
- ★ Oversee annual review and update of the Education Volunteer training to ensure it remains engaging and relevant

#### **4. Volunteer screening and onboarding**

- ★ Coordinate the screening and placement of volunteers to ensure Education Volunteers can be placed promptly into education settings
- ★ Undertake compliance and child safety screening for potential volunteers, such as completing interviews and reference checks, processing WWC checks and Police Checks, and supporting volunteers to complete online training
- ★ Complete administrative tasks for volunteer management effectively and efficiently
- ★ Coordinate with education partners and Ardoch Education Partnership Coordinators to help place volunteers into schools and early years centres

#### **5. Volunteer support and retention**

- ★ Facilitate check-ins with volunteers to support their ongoing engagement
- ★ Contribute to developing Ardoch's volunteer recognition and retention plans
- ★ Coordinate volunteer recognition activities throughout the year, such as events and presentations
- ★ Coordinate the delivery of professional development sessions for volunteers throughout the year, including identifying relevant topics and engaging relevant speakers

#### **6. Data collection, monitoring, evaluation, and reporting**

- ★ Oversee the ongoing collection of program monitoring data (for example, surveys, program data, case studies)
- ★ Coordinate an annual program review to analyse program outcomes and propose program improvements
- ★ Contribute to internal and external reporting on Education Volunteers program
- ★ Maintain accurate volunteer and program records on Ardoch's Salesforce CRM
- ★ Report any child safety incidents identified

#### **7. Supporting program delivery**

- ★ Support volunteer involvement in other Ardoch program opportunities
- ★ Work with colleagues to support overall Ardoch program delivery where needed
- ★ Be flexible to support other volunteer management or program delivery in periods of high workload or staff leave

#### **8. Other duties as negotiated**

### **Key Selection Criteria**

#### **Essential:**

- ★ Tertiary qualifications at diploma or degree level
- ★ Understanding of and commitment to the work of Ardoch and its vision, mission, and values
- ★ Understanding of program coordination and ability to develop project plans, and implement and monitor progress
- ★ Understanding of and experience working with volunteers
- ★ Excellent communication and relationship management skills
- ★ Demonstrated ability to work independently and as part of a team
- ★ Ability to mentor and support other colleagues
- ★ Demonstrated experience in facilitating training and/or public speaking
- ★ Strong written and verbal communication skills
- ★ Strong IT skills, including Microsoft Office suite (Word, Outlook, Excel, PowerPoint)
- ★ Ability to work with diverse stakeholders, including culturally diverse populations and those experiencing disadvantage

#### **Desirable:**

- ★ Prior experience coordinating programs/project delivery within a volunteer, community sector or education setting
- ★ Demonstrated capacity to deal with high volume workloads efficiently and prioritise accordingly
- ★ Experience in managing volunteers, including volunteer recruitment and retention initiatives
- ★ Experience using Salesforce (or similar CRM)
- ★ Experience with or knowledge of the Australian school/early childhood education systems
- ★ An understanding of factors contributing to educational disadvantage in Australia
- ★ Flexibility to travel for Ardoch programs, events, and recruitment opportunities, including occasionally interstate.

## Leadership Capability Framework

Ardoch's selection process considers applicants' capabilities, behaviours, and skills to assess suitability for the role.

Ardoch's Leadership Capability Framework is designed to support Ardoch to achieve its 2025 Strategy by identifying the capabilities needed to replicate, scale, grow and have impact. The Framework directly supports and reinforces Ardoch values. Ardoch recognises that to be successful in our mission-focused environment, it is essential for all staff to develop and display leadership skills within the context of their role and sphere of influence.

The Framework contains eight (8) key *capabilities and behaviours* that are expected to be demonstrated at all levels across all roles. These are:

- ★ **Stakeholder Centricity:** We proactively seek to understand the needs and goals of all our stakeholders and look for mutually beneficial solutions.
- ★ **Collaboration:** We actively seek the opinions of others to collect diverse perspectives and capitalise on our collective strengths.
- ★ **Project Leadership:** We set ourselves up for success by ensuring we execute in a planned and structured manner.
- ★ **Business Acumen:** We look for opportunities to maximise the benefits of every dollar spent.
- ★ **Drive for Results:** We stay focused and remain accountable for following-through on our commitments.
- ★ **Curiosity:** We constantly look for improvements, in all that we do, and challenge the status quo.
- ★ **Strategic Thinking:** We take the time to ensure our decisions, big and small, support our goals.
- ★ **Resilience:** We individually and collectively create a working environment that allows us to work through challenges.

## Terms and Conditions of the Employment:

- Uphold Ardoch's vision, purpose and values
- Comply with Ardoch's Code of Conduct, policies, and procedures
- Maintain and strengthen Ardoch's profile and reputation through excellence in program development, communication and service provision
- Attend and participate in regular supervision, relevant training in line with the learning and development plan, and Ardoch meetings and functions as required
- Undertake all reasonable tasks as directed by the CEO, National Program Manager, and line manager
- Please note disclosure in writing of any pre-existing injury or medical condition which could reasonably be foreseen to be affected by the work duties described is a requirement. According to workers' compensation legislation, failure to disclose, or knowingly making a false or misleading disclosure will result in an employee not being entitled to compensation or damages for any aggravation of that pre-existing condition
- Applicants may be required to undertake psychometric testing as part of the selection process

## Child Safety Employment Prerequisites

Ardoch is committed to protecting children's and young people's right to safety and well-being. We know children have a right to be kept safe *at all times*, so we have a zero-tolerance approach to all forms of child abuse.

We know that some children are more vulnerable than others. That's why we actively promote the safety and well-being of children and young people who:

- are from Aboriginal and Torres Strait Islander communities
- are from culturally and linguistically diverse backgrounds
- have a disability
- identify as LGBTIQ+

Everyone who works with or represents Ardoch is responsible for ensuring that children are safe, feel safe and are involved in decisions that affect their lives.

- ★ Ardoch seeks to prevent the risk of exposing children and young people to inappropriate persons and takes all reasonable steps to facilitate and maintain a safe environment for children and all participants in our programs
- ★ Successful Working with Children Check in the relevant states and territories in which the applicant will be working and National Criminal History Check are required
- ★ If you have lived in another country for more than 12 months in the past 10 years, you will also be required to submit to an International Criminal History Check for that country
- ★ All employees are responsible for obtaining a Working with Children Check and maintaining its validity

- ★ Employees, once commenced are expected to:
  - submit to a National Criminal History Check every three years following commencement
  - renew state-based Working with Children Checks prior to their expiration and report any offence that would otherwise invalidate a Working with Children Check
  - maintain familiarity with Ardoch's child safety policies and procedures
  - undertake any and all training in respect of child safety, including the National Child Safe Principles, within specified timeframes following commencement and on annual basis as required

### Additional Child Safety Responsibilities

As this role is required to undertake volunteer screening and train volunteers in child safety, the successful applicant will be expected to champion child safety at Ardoch. This includes actively demonstrating and promoting child safe behaviours, ensuring the currency of their own knowledge, and striving to embed a culture of best practice with respect to child safety.

### Other Employment Prerequisites

All new employees need to provide evidence of having received three doses of an approved vaccine against COVID-19 prior to commencement, unless they have been granted an authorised exemption by a duly qualified medical practitioner.

For further information, please contact **Lachlan Preston (Programs Manager, Volunteer Programs)**, at [lachlan.preston@ardoch.org.au](mailto:lachlan.preston@ardoch.org.au) or **03 9537 2414** (but please submit your application via the email address noted below).

To apply, please send:

1. A detailed response of no more than two pages, regarding the **Key Selection Criteria**; and,
2. Your current resume along with three references. (Referees will not be contacted without the applicant being advised).

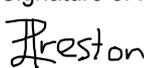
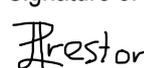
*NB: The **Leadership Capability Framework** will be addressed during the interview process, so does not need to be responded to within your application.*

Email: [recruitment@ardoch.org.au](mailto:recruitment@ardoch.org.au) using the subject line: **Program Coordinator, Education Volunteers**.

**Applications close:** 11.59 pm on Sunday, 7 August 2022

*Ardoch is an equal opportunity employer and Indigenous Australians, people living with disability, people who identify as LGBTIQ+ or are from a culturally and linguistically diverse background are encouraged to apply.*

*Please contact us at [recruitment@ardoch.org.au](mailto:recruitment@ardoch.org.au) or on (03) 9537 2414 if you have any accessibility requirements with which we can assist.*

Hiring Manager Approval	Child Safety Officer Approval	CEO Approval
Name of Hiring Manager: Lachlan Preston	Name of Acting Child Safety Officer: Lachlan Preston	Name of CEO: Lisa Jones
Date Position Description Finalised: 19 July 2022	Date Position Description Approved: 19 July 2022	Date Position Description Approved: 19 July 2022
Signature of Hiring Manager: 	Signature of Child Safety Officer: 	Signature of CEO: 