

# Manager Spontaneous Emergency Volunteers

## Position Description

### Position Summary

<b>Position:</b>	Manager - Spontaneous Emergency Volunteers
<b>Reports to:</b>	Requesting organisation
<b>Remuneration:</b>	Volunteer
<b>Hours:</b>	As negotiated in the event of an emergency event
<b>Term:</b>	Will be advised if and when referred. Maximum 1 week at a time.
<b>Location:</b>	To be determined in response to an emergency

### About Volunteering Victoria

Volunteering Victoria is the peak body for volunteering in Victoria. Our membership is drawn from volunteer involving organisations (VIOs) from across Victoria, including the community sector, sport, emergency services, arts and culture, the environment and animal welfare.

Our vision is to be recognised by the Victorian volunteering community, government and other key stakeholders as the dynamic, innovative and impactful leader of volunteering in Victoria.

We will achieve our purpose and vision by focusing on the following strategic themes that underpin all our objectives and activities. We will:

- Build a vibrant, diverse, satisfied and growing membership and network of stakeholders that is truly representative of the entire Victorian volunteering community
- Facilitate an innovative and collaborative approach to develop and deliver quality programs and resources to support the growth and empowerment of the Victorian volunteering community
- Demonstrate and support the delivery of marketing and business development excellence to promote the value, importance and impact of volunteering on the Victorian community
- Champion and model governance and management leadership, excellence, accountability and good stewardship
- Establish a robust and sustainable financial base that demonstrates commercial acumen, supports sustainable growth and enables us to invest in the future of volunteering

## About the Spontaneous Emergency Volunteer Manager Program

---

Recent disasters, especially the 2009 Victorian bushfires, have highlighted the problem for communities in managing spontaneous volunteers in relief and recovery efforts. This was acknowledged in the *Victorian Emergency Management Reform (VEMR) White Paper*. In response, Action 8a) in the *White Paper* recommended “Develop strategies to manage spontaneous volunteers during relief and recovery efforts”.

As part of relief and recovery efforts, it is essential to have access to appropriately trained volunteer managers to manage and support spontaneous volunteers to ensure they are used effectively and to minimise the negative impact and risk to the volunteers, the communities impacted by a disaster and other individuals and organisations involved in relief and recovery.

The role of managing spontaneous emergency volunteers will be challenging as the circumstances of any emergency are unknown. However it will also be professionally and personally rewarding offering great opportunity for participants to upskill and develop a number of skills including leadership, decision making, stress management, professional ethics and interpersonal skills.

### Position Purpose

---

The *Manager – Spontaneous Emergency Volunteers* role is a vital resource within emergency management relief and recovery programs. During emergency events the *Manager – Spontaneous Emergency Volunteers* is required to train, supervise and support spontaneous emergency volunteers and liaise within the networks of the appointed Host Agency. The *Manager – Spontaneous Emergency Volunteers* will work in collaboration with Host Agencies volunteers and paid staff in accordance with National Standards for Volunteering.

### Position Responsibilities

---

The position responsibilities will vary depending on which Host Agency you are referred to. The types of responsibilities may include:

- Managing spontaneous emergency volunteers and resources during the relief and recovery stages of emergency events, including but not limited to:
  - Assisting with registration of spontaneous volunteers
  - Reference and background checks of spontaneous volunteers
  - Screening or supervising the screening of spontaneous volunteers
  - Briefing and debriefing spontaneous volunteers
  - Providing support and direction to volunteers under supervision of the Host Agency
- When required, develop relevant documentation such as job descriptions

- Management of critical incidents involving spontaneous volunteers ensuring relevant documentation required to be completed for the Host Agency, within agreed timeframe
- Be in regular contact with Volunteering Victoria and project representatives
- Ensure compliance with all Host Agency policies including Workplace Health and Safety
- Work positively and collaboratively with all representatives from Volunteering Victoria, community based intermediaries and Host Agencies.

## Qualifications, Skills & Experience

---

### *Essential*

- Demonstrated experience in volunteer management/coordination, human resource management or team leadership
- Experience in leading, motivating and coordinating teams
- Ability to communicate effectively with a wide range of people
- Ability to make effective decisions in stressful situations and stay calm under pressure
- Strong organisational skills and ability to manage and allocate multiple tasks
- Proficient in using web and computer based applications such as Microsoft WORD and Excel
- Ability to work in a potentially changing and demanding environment, with high degree of self-management
- An understanding of OHS and operation risk management skills

### *Desirable*

- Understanding of National Standards and legislative requirements in relation to volunteers
- Skills in emotional support, briefing and debriefing of volunteers
- Understanding of the Emergency Management context in Victoria
- Previous experience working with spontaneous volunteers during emergencies
- Experience with all types of people from different social-economic background, cultures etc.

## Personal Attributes

---

All *Managers - Spontaneous Emergency Volunteers* are expected to demonstrate Volunteering Victoria's values which are:

- Collaborative, supportive & inclusive
- Transparent, accountable & professional
- Innovative, flexible & proactive

Other personal attributes required to do this job effectively:

- Ability to work independently and follow instructions
- Professional and efficient approach
- Strong work ethic
- Think on your feet
- Good interpersonal communication skills
- Good attention to detail
- Strong problem solving skills
- Ability to work long hours

### Your commitment

---

We understand on occasion your circumstances may change, but in general principle, by participating in this program you are willing to:

- respond to an emergency activation, possibly outside working hours
- commit to the program and the position responsibilities above for 12 months
- be contactable by mobile phone and email and have readily accessible internet access
- comply with allocated Host Agency Code of Conduct that may apply

### Your employers commitment (if applicable)

---

Under the National Employment Standards (NES), there is a provision for a person to be absent from work in order to undertake community activities such as a 'voluntary emergency management activity' This is called community service leave.

This role may require your availability during business hours. For more information about community service leave visit:

*Community service leave and the National Employment Standards*, <http://www.fairwork.gov.au/About-us/Policies-and-guides/Fact-sheets/Minimum-workplace-entitlements/community-service-leave#voluntary-emergency-management-activity>

*Employment entitlements during natural disasters or emergencies*, <http://www.fairwork.gov.au/ArticleDocuments/723/Employment-conditions-during-natural-disasters-and-emergencies.pdf.aspx?Embed=Y>