



*“Volunteers Supporting Volunteers”*

<b>Position Title:</b>	NSW SES VA Unit Coordinator	<b>Current Incumbent:</b>	
<b>Reporting to:</b>	NSW SES VA District Coordinator	<b>Date:</b>	

### **Position Understanding**

The NSW SES VA recognises, understands and appreciates the efforts and contributions made by Volunteers and particularly those who accept the added responsibilities of being VA Unit Coordinator.

The NSW SES VA also recognises that not every SES Unit will require, or desire a standalone VA Unit coordinator and as such the Board of Directors may indorse one person as both the VA Unit Coordinator and the VA District Coordinator, however, this would be an exception to the rule.

Many Volunteers work full time and have family commitments. This position description is written with the above understanding and the acceptance that the function and responsibilities are written taking into account an appropriate work/life balance.

### **Position Purpose**

The position purpose is primarily to act as the link between the associate members and the District Coordinators and to be the conduit for the opinions, views, concerns and suggestions of the NSW SES Volunteers from a ground-level response to middle management through the VA Chain-of Command.

The NSW SES VA unit Coordinator has responsibility for supporting and feeding back member feedback as well as promoting the objectives and benefits of the NSW SES VA to all NSW SES volunteers.

They will be expected to develop a working relationship with their Local/Unit Controller to be able to effectively perform in this role, they will also be expected to establish a working relationship with their District coordinator in order to be able to effectively carry out the duties of this role.

### **Key Functions and Responsibilities**

Key functions, responsibilities and accountabilities may change from time to time and should be reviewed regularly at the Board of Directors level.

Key performance indicators and member feedback should be implemented on an annual basis with regular assessment against such goals to ensure the company's overall goals as set by the Board of Directors, are achievable.

- Complete required administrative functions i.e. membership forms completed properly
- Distribution of particular issues as delegated including all VA communication and gathering feedback from members
- Promote the benefits of VA membership in their SES unit
- Assist with promoting VA membership within your SES Unit
- Meet with VA District Coordinators on a regular basis to ensure awareness of new VA policies and procedures as well as to request support- *no face-to-face requirement for these meetings* as per the VA Area Regulations
- Provide reports on all respective Unit VA activities and issues for District Coordinator as per prescribed deadlines
- Attend training courses as determined by the Board of Directors.
- Seek advice and guidance from VA Member Services & Support for issues raised by individual members outside of their area of expertise
- Act as a point of contact for VA Member Services & Support enquiries
- Meet KPIs as determined at tenure
- Communicate on a regular basis with the VA District Coordinators ensuring that VA issues are promptly communicated, as per the VA Area Regulations
- Act responsibly in order to minimise VA’s risk exposure and liabilities.

## Key Competencies

These competencies include skills or experience required to fulfil the position and where not currently held by the current incumbent they should be included in the above annual key functions and responsibilities as part of the annual learning and growth training of the incumbent.	Level
<b>Computer literacy</b> – basic knowledge of all contemporary office PC software packages such as Microsoft Word, Excel and PowerPoint.	Low
<b>Financial Literacy</b> – moderate knowledge of basic financial processes of the Company that relate directly to their role as well as the ability to forecast and balance budgets with the assistance of the Manager Finance.	Low
<b>Leadership and mentoring skills</b> – ability to lead and support volunteer team members in key representation roles	Low
<b>Written and verbal skills</b> – able to verbally communicate at all levels both externally and internally. Expected to be able to communicate in writing such things as letters, bulletins and emails.	High
<b>Analytical Skills</b> – Must be able to analyse data with current and forward projections plus provide assessment of data if required, offering alternative actions with detailed explanations of alternatives.	Medium
<b>Initiative</b> – Must require minimal supervision and understand the requirements of the position.	Medium
<b>Personal Skills</b> – Must demonstrate a clear understanding of the required interactive skills to achieve the short and long-term goals of the NSW SES VA. Must have the ability to discuss operational issues using the chain of command.	High

## Key Working Relationships



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District Coordinator
Local/Unit Controller
NSW SES VA staff and contractors
NSW SES VA Unit Coordinators
NSW SES Volunteers

<b>Supervisor TBA:</b> _____	<b>Signed:</b> _____
<b>Date:</b> ___/___/___	
<b>Incumbent:</b> _____	<b>Signed:</b> _____
<b>Date:</b> ___/___/___	

<b>Local/Unit Controller:</b> _____	<b>Signed:</b> _____
<b>Date:</b> ___/___/___	