

Volunteer Coordinator

Department for Child Protection

*Nurturing happy, healthy kids so they
can grow up safe and reach their full potential.*

CLASSIFICATION:	CPW3	DIRECTORATE:	Multiple
REPORTS TO:	Business Manager/Supervisor	FTE:	1.0
ROLES REPORTING TO THIS ROLE:	Nil		

ABOUT THIS ROLE:

The Volunteer Coordinator is a role within the Department for Child Protection (DCP) and is accountable to the Business Manager/Supervisor for maintaining the operation of the volunteer program to enhance the operation and service delivery in an Office. The role is responsible for contributing to the maintenance of services which are of a high quality.

YOU WILL BE ADDING VALUE BY:

- Volunteer Recruitment and Training:
 - Recruitment, assessment and training of volunteers.
 - Coordinate activities and supervise volunteers.
 - Support, guide and direct volunteers to provide a high-level service.
- Utilise experience in managing and leading volunteers and providing support to individuals and other departmental support workers.
- Promote and monitor the development of volunteer services within the community through liaison with staff and working in partnership with members of the community and community organisations.
- Contribute to program development as it relates to volunteer services, operating programs individually or in conjunction with other team members as required.
- Provide statistical and other information in verbal or written reports as needed by the Volunteer Program Manager, maintaining records that are open, accurate, relevant and well ordered.
- Plan, coordinate and provide quality administrative services and other support services.
- Deliver high quality solutions and accurate information to clients in a timely manner to build positive client relationships, critically analysing issues, and investigating solutions or actions that contribute to improved departmental processes.
- Monitor data integrity and apply appropriate procedures for maintaining security and confidentiality, analysing and integrating information from a variety of resources to develop and deliver reports and programs.
- Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.
- Contribute to maintaining a safe and healthy work environment by taking personal accountability by identifying and reporting incidents, hazards, and injuries in accordance with DCP policy & procedure and cooperating and complying with reasonable instructions of DCP line management and WHS Officers.

WHO YOU WILL WORK WITH:

Internal

- Business Manager/Supervisor (direct line manager)
- Management and staff within the office and across Department for Child Protection

External

- Other government and non-government organisations.

QUALIFICATIONS

Essential:

- Nil

Desirable:

- Nil



Government of South Australia
Department for Child Protection

YOUR CAPABILITIES:

- Ability to clarify situations, act impartially and use influence, negotiation and persuasion to effectively mediate the conflict and devise a workable solution.
- Ability to effectively communicate and work with people from diverse backgrounds and work as a team member to provide a holistic standards professional service.
- Demonstrated ability to communicate effectively verbally and in writing at all levels in a clear and logical format.
- Ability to manage workload and changing priorities, meet deadlines and take initiative.
- Ability to develop and maintain strong working relationships with people both within government, non-government sector and community.
- Demonstrate knowledge and commitment to promoting and creating a safe and inclusive work environment.

OUR COLLECTIVE RESPONSIBILITIES

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- Understand and follow the requirements of confidentiality within the *Children and Young People (Safety) Act 2017*, and whole of government and DCP policies, procedures and practice guidance to facilitate appropriate standards of confidentiality and information sharing practice.
- Actively participate in performance development processes.
- Comply with reporting obligations arising from legislation, professional conduct standards including the Code of Ethics for the South Australian Public Sector, and departmental policies, procedures and practice guidance.
- Undertake mandatory training activities as specified with the DCP Mandatory Training Procedure.
- Actively contribute to Reconciliation, and to the aims and objectives of the Aboriginal & Torres Strait Islander Child Placement Principle.
- Demonstrate a commitment to preventing gendered violence against women consistent with DCP's status as a White Ribbon Accredited Workplace.
- Actively support DCP's commitment to ensuring a workplace culture that is respectful, safe and inclusive where our employees are free from discrimination and are recognised for the individual and collective skills and perspectives that they bring by virtue of culture, race, gender, disability, age, sexual orientation, gender identity, intersex status and other differences.
- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the *Public Sector Act 2009* and *Work Health and Safety Act 2012*.

SPECIAL CONDITIONS

- You must have, or gain, a current Department of Human Services working with children check prior to being employed and renew this every five years before expiry.
- You must be an Australian resident or provide evidence that you have a current work permit.
- You will need to undertake training in Child Safe Environments – Reporting Child Abuse and Neglect and other mandatory training as required.
- The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the Business Manager/Supervisor.
- You may be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.
- Some out of hours work may be required, including weekends.
- A current Australian driver's licence (P2 or above) and a willingness to drive is essential.



YOU WILL CONTRIBUTE TO



OUR VISION is for all children and young people to grow up safe, healthy, connected and feeling loved so they reach their full potential.



OUR PURPOSE: The Department for Child Protection protects, cares for and empowers children and young people at risk and in care. We do this by working together with our key partners to respond to abuse and neglect, keep children and young people safe from further harm, help them heal from trauma and reach their full potential.



Leaders in practice excellence

Staff in all parts of child protection develop and use best practice in their work to deliver improved outcomes for children, young people, carers, and families.



Closing the Gap

We commit to a transformed child protection system that makes active efforts and where Aboriginal people and communities are empowered to lead decision making about the care and wellbeing of Aboriginal children and young people.



A child protection system that meets the needs of children and young people

We commission and deliver services based on a deep understanding of the needs of children and young people in care and our aspirations for them to heal from trauma and reach their full potential.



A thriving workforce

We are future focused in our workforce strategy, supporting and valuing our staff, proactively recruiting, and establishing sustainable systems, processes and workplaces that enable us to be highly effective.



Active and collaborative partnerships

We work together with our service partners and alongside the community to improve outcomes for children, young people, carers, and families.



Working alongside carers

We respect and value carers as vital partners in keeping children and young people safe and well.



Quality services and safeguarding

We are accountable and transparent, and pursue continuous improvements to promote the safety and wellbeing of children and young people throughout the services we fund and provide.

CERTIFIED CORRECT JULY 2026



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