

StoryFACTORY

176 Redfern Street, Redfern NSW 201

www.storyfactory.org.au

Contact: craig@storyfactory.org.au

POSITION DESCRIPTION

Position Title:	Volunteer Manager: Recruitment & Training
Reports to:	Director, Parramatta
Salary & Conditions:	<p>\$75,000 pa, full time. Plus 9.25% superannuation. Fringe benefit may be applicable.</p> <p>The successful candidate will work between our Redfern and Parramatta centres, and can choose where they would prefer to be based. Interviews will be held in November. The successful candidate will ideally start in early December, though there is some flexibility.</p> <p>We encourage people from Aboriginal and Torres Strait Islander and culturally diverse backgrounds to apply.</p>

About Story Factory:

We're a not-for-profit that runs creative writing and storytelling workshops for marginalised young people aged 7 to 17. Supported by our community of expert storytellers and volunteer tutors, young people are empowered to create stories of all kinds, which we publish and celebrate. Young people develop the skills and confidence to find their voice and shape the future.

Working with the Story Factory:

Story Factory opened in Redfern in July 2012 and since then we have grown significantly. We now have 20 staff and we recently opened a second creative writing centre in Parramatta. We offer flexible working conditions, opportunities for professional development, and a very supportive and collegiate workplace culture.

About the role:

All Story Factory workshops are designed and led by our expert Storytellers: exceptional teachers with a passion for writing. They are assisted in workshops by volunteer tutors, who work with students in small groups to support them as they complete the writing tasks set by the Storytellers. The volunteer tutors do not need to be writers or teachers. Their role is to provide encouragement and guidance.

For a small organisation, we have a very large number of volunteer tutors: 1,400. But we still need more, particularly for workshops in Western Sydney.

The Volunteer Manager: Recruitment & Training role is new for us. We previously had two Volunteer Managers – one working from our Redfern centre, the other from Parramatta – but we have reoriented this so one role is focussed on day-to-day volunteer management across both centres and the other on the recruitment, training and management of new volunteers. The Volunteer Manager: Recruitment & Training will work right across Sydney,

but spend most of their time in Western Sydney. S/he will be expected to move between our Parramatta and Redfern centres, but can choose which centre to be based at.

S/he will work under the direction of our Parramatta Director, and collaborate closely with our existing Volunteer Manager, sharing responsibility for the overall management of volunteers across the organisation. S/he will also work with the Communications Manager, especially around recruitment, and with our Storytellers to ensure that volunteers are supported to tutor effectively in our workshops.

The successful candidate will have exceptional people skills, and be an excellent communicator. S/he will also have confidence training and presenting to large groups, and very strong organisational and computer skills (particularly familiarity with Google apps). S/he will be able to work independently and juggle multiple tasks, and be willing to travel across Sydney. A familiarity with Salesforce and a drivers licence would be very helpful but not necessary. An ability to work harmoniously with people from diverse cultures and backgrounds is essential.

The Volunteer Manager: Recruitment & Training will work full time, Monday to Friday, but will occasionally be asked to work on weekends and/or evenings. When this happens, s/he will accrue time in lieu.

Key Position Priorities and Duties:

- Work with the Parramatta Director, the Volunteer Manager and the Communications Manager to develop and execute an effective strategy to recruit and train more volunteers, especially in Western Sydney.
- In locations across Sydney, deliver engaging training sessions for new volunteers that effectively prepare them to tutor in our workshops.
- Support volunteers as they begin tutoring with us, and work closely with the Volunteer Manager to provide ongoing support and training.
- Run effective outreach and recruitment strategies, including running community stalls, presenting on our work in diverse settings, developing relationships with communities across Sydney and more.
- Work with our Storytellers to identify additional training needs for volunteers and provide professional learning opportunities.
- Accurately execute all administrative duties around the recruitment and training of volunteers, and communicate quickly and effectively with volunteers in person, via email and on the phone.
- Work closely with the Volunteer Manager to understand all aspects of volunteer management across the organisation, and be prepared to assist with any aspect of this as needed.
- Work closely with the Volunteer Manager and all staff to ensure compliance with the National Principles for Child Safe Organisations.
- Supervise and manage volunteers, interns and work experience/university placement students.
- Prepare reports on volunteer engagement and participation using our CRM software (Salesforce).
- Attend Story Factory workshops to observe volunteers as they tutor and provide feedback; work with Storytellers to help them support volunteers in their workshops.
- Support the team in organising special events as required outside of regular working hours including evenings and weekends.
- Other general administrative and organisational tasks as they arise.

Selection Criteria:

Candidates are asked to reply to each of the following criteria outlining their relevant experience and transferable skills.

Essential

- Fantastic interpersonal skills and the ability to recruit, manage and motivate volunteers.
- Confidence in training and presenting to groups of people.
- Highly developed organisational skills
- Attention to detail and accuracy
- Ability to work unsupervised
- A welcoming attitude to local community and people of all backgrounds
- Excellent computer skills including familiarity with Google apps (gmail, google docs, google drive, google calendar, google sheets).
- Willingness to travel across Sydney and Western Sydney, either by car or public transport.

Desirable

- Familiarity with Salesforce
- Current drivers licence

HOW TO APPLY

Written applications must include a covering letter that addresses the selection criteria, your resume and two referees you are happy for us to contact.

Forward applications to: jane.han@storyfactory.org.au

Closing Date for Applications: Our intention is to appoint someone to the position as soon as possible. Applications will be assessed as they come in.

OUR COMMITMENT TO DIVERSITY

At Story Factory, we embrace differences in gender, age, ethnicity, race, cultural background, disability, religion and sexual orientation. We know that diversity and inclusion helps us to attract, recruit, engage and retain a team of talented people.

We encourage people from Aboriginal and Torres Strait Islander and culturally diverse backgrounds to apply. Residents of Greater Western Sydney are particularly encouraged to apply. If you require specific support to apply for this position, please advise us by contacting Jane on jane.han@storyfactory.org.au. We will work with you to identify the best way to assist you.

The successful applicant must:

- undergo a Police Check and Working with Children Check prior to commencement;
- be subject to an initial three-month probation period.

It is an offence under the NSW Child Protection Act for a person convicted of a serious sex offence to apply for this position. Relevant employment screening will be conducted.