

StoryFACTORY

www.storyfactory.org.au. Contact: jane.han@storyfactory.org.au

POSITION DESCRIPTION

Position Title: Volunteer Manager: Communication & Coordination

Reports to: Director, Community

Based at: Story Factory Parramatta

Salary & Conditions: \$75,000 pa, full-time 2-year contract renewable by agreement. Plus 9.5% superannuation. Fringe benefit is available.

About Story Factory:

Story Factory is a not-for-profit that runs creative writing and storytelling programs for young people aged 7 to 17 in under-resourced communities. 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 Story Factory:

Story Factory opened in Redfern in July 2012 and since then we have grown significantly. We now have 29 staff; around 200 currently active volunteer tutors; and in 2018 we opened a second creative writing centre in Parramatta. Last year, we took nearly 6,000 enrolments from young people, with 15% Indigenous and nearly 50% with English as an additional language.

Story Factory is an inclusive organisation which values individual contributions to our vision and mission. We offer our staff trust and flexibility to be autonomous and self-directed in the day-to-day management of their workloads, but provide support when needed.

About the role:

The Volunteer Manager: Communication & Coordination will work under the direction of our Community Director, and collaborate closely with our existing Volunteer Manager: Recruitment & Training, sharing responsibility for the overall recruitment and management of volunteers across the organisation, with a strong emphasis on re-engagement of

previously trained volunteers who haven't been able to participate due to COVID-19 restrictions at NSW schools.

You will also work with the Communications Manager, particularly on engagement of existing volunteers via weekly newsletters and social media posts, and with our Storytellers to ensure that volunteers are supported to tutor effectively in workshops.

The successful candidate will have exceptional people skills and experience in managing volunteers with varying needs and personality types. You will be an excellent communicator, in-person and online, and be ready to write hundreds of emails during busy periods. S/he/they will have very strong organisational and computer skills (particularly familiarity with Google apps and Customer Relationship Management (CRM) systems like Better Impact, Salesforce or similar). You will be able to work independently, juggle multiple tasks, and solve problems as they come up.

The Volunteer Manager will work full time, Monday to Friday, but will occasionally be asked to work on weekends and/or evenings. When this happens, you will accrue time in lieu or additional pay.

Key Position Priorities and Duties:

- Advertise current volunteer opportunities to the volunteer base (e.g., weekly newsletter, social media posts, direct emails and phone calls).
- Liaise with and book volunteers into workshops, and confirm their attendance, troubleshoot cancellations.
- Prepare/brief Storytellers about their volunteers before workshops and check in regularly.
- Coordinate different opportunities for volunteers to engage with Story Factory (e.g., typing, delivering publications, proofreading, assisting with printing and binding, etc).
- Liaise with Publishing Manager to support publication needs with volunteers.
- Engagement of volunteers through special events, direct communications, social media and newsletters, awards nominations, etc.
- Work with Volunteer Manager: Recruitment and Training and Operations Manager to transition volunteer data from Salesforce and other platforms to Better Impact.
- Maintain accurate, detailed and up-to-date records of volunteers through our Better Impact (CRM) system
- Assist the Communities team, working closely with the Director, Community and Volunteer Manager: Recruitment and Training to develop recruitment strategies, attract and induct new tutors and maintain the existing volunteer base.
- Help supervise and manage interns and work experience students.
- Help to identify areas of support for professional development, have one-on-one meetings with volunteers and storytellers to support and troubleshoot any arising complications.
- Support the team in organising occasional special events outside of regular working hours, including evenings and weekends and including Volunteer-specific events.

- Assist the Parramatta team in ensuring all young people are safe and eliminating all known risks and hazards.
- General administrative and organisational tasks as they arise, particularly at the Parramatta Centre.
- Attend relevant meetings as required, at our centres and in communities we work in.
- Participate in staff development and training activities as required.
- Ensure compliance with organisational policies and practices.
- Like all staff at Story Factory, welcome the public and the local community into our centre, explain what we do, and forge links with the community.

Selection Criteria:

Candidates are asked to reply to each of the following criteria outlining their relevant experience and transferable skills in no more than four pages.

Essential

1. Fantastic interpersonal skills and proven ability to manage volunteers with diverse needs and personalities, and building and maintaining relationships.
2. Excellent communication skills, written and verbal, in person and online.
3. Highly developed organisational and coordination skills.
4. Excellent computer skills including familiarity with Google apps and Better Impact or similar CRM system.
5. Ability to work unsupervised, take initiative and creatively solve problems as they come up.

The successful applicant must undertake a National Police Check and Working with Children Check prior to commencement.

Applications should be sent to jane.han@storyfactory.org.au. Applications will be assessed as they come in, and should include a cover letter and CV.

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.