

Position Description

Volunteer Manager

Role Title Volunteer Manager

Location Transgender Victoria - Drummond Street Services Office
100 Drummond Street, Wurundjeri country
Carlton VIC 3053; and/or

Transgender Victoria - Victorian Pride Centre Office
79-81 Fitzroy Street, Boonwurrung country
St Kilda VIC 3182; and/or

Working from home, online, and flexible working, as negotiated with
CEO and Executive Committee; and/or

Occasional on-site work for events, activities or other programs run by
Transgender Victoria from time-to-time

Engagement 12 months

Hours Part time, 0.4FTE - 0.6FTE (between 15.2 to 22.8 hours p/w)
negotiable

Remuneration SCHADS (Social, Community, Home Care and Disability Services
Industry Award MA000100 - social and community services
employee), Level 5, \$42.94 p/hr

Reports to CEO

About us Transgender Victoria (TGV) is a not-for-profit organisation engaged in
advocacy work with Government to improve the lives and health
outcomes of trans and gender diverse (TGD) people. We also work
with a variety of Government and non-Government stakeholders to
provide education and training on TGD issues.

Role purpose The Volunteer Manager is responsible for managing the Volunteer
program and helping to facilitate the growth and smooth operation of

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the organisation. The role has three key areas: Volunteer program management, organisational development, and IT management.

What you will achieve Key tasks:

Maintain, update, develop and grow the Volunteer Program:

- to support TGV operations, activities, organisational needs and further strategic plan & aims;
- annual audit of Volunteer program and refresh for following year.

Maintain and update Volunteer key documents, communications and databases, including:

- Intake and EOI forms
- Contact databases
- Create and update Volunteer position descriptions
- Oversee marketing of Volunteer roles
- Manage Volunteer communications (such as VNews newsletter)

Manage and support Volunteers, including:

- Conduct Volunteer inductions
- Manage Volunteer Subcommittees and Teams, including Subcommittees (Accessibility & Inclusion; Advocacy; Communications & Outreach; Legal & Policy; TRANSPIRE Support Group; Events; and Fundraising) and Teams (Community Engagement, Enquiries, Member Engagement, Resources, Social Media, Workplace Health & Safety).
- Project management of individual Volunteers, Subcommittees, and teams
- Facilitate team meetings, mediation sessions, and any other meetings. Some after-hours work required.
- Provide first-line grievance, feedback and complaints support for Volunteers
- Provide referrals to support services where necessary
- Advocacy to Committee
- Address Volunteer wellbeing through policy and procedures

Manage Volunteer events:

- Design and execute in-house events for Volunteers, Committee, and Staff

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- Support Events SubCommittee, CEO and COO to execute community events
- Facilitate contact between Volunteers and - Committee and Staff
- Help to incorporate Volunteers into Committee and Staff projects where appropriate
- Help to incorporate Committee and Staff into Volunteer projects where appropriate

Operational duties:

- Attend fortnightly operations Staff meetings
- Provide monthly Volunteer program reports to Staff and Committee
- Co-manage G Suite (email, calendars, Drive, and other Google applications), Slack (as key communication point for Volunteers), AirTable and MailChimp.
- Perform minor website updates.

**What we're
looking for**

You have:

- Undergraduate degree in a relevant discipline (Social Work, Community Development, Public Health, Social Sciences) and/or relevant demonstrated experience & skill level
- High level of organisation
- Excellent written and verbal communication skills
- Experience in managing Volunteers
- Experience in conflict management
- Strong understanding of training and facilitation
- Confidence and skill in managing IT and systems tasks such as email administration, cloud-based information management systems, Google Suite & Drive, Microsoft Office Suite, social media, etc; and a willingness to learn management and tasks on platforms such as Slack, AirTable and Zoom;
- Ability to apply an intersectional and anti-oppression framework to all work tasks;
- Enthusiasm for working with people;
- An appropriate level of LGBTIQ+ and trans, gender diverse & non-binary cultural competency.



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Carlton VIC 3053
tgv.org.au

Lived experience as a trans and/or gender diverse person is a must. We strongly encourage applications from people living with disability and/or identifying as IBPOC.

What support we will provide

We will:

- Aim to provide an accessible and inclusive environment, and welcome your input on ways we can improve;
- Be flexible with timing of hours and workspace where possible;
- Support you to learn and grow;
- Provide opportunities for professional development where possible;
- Give you the opportunity to connect with and contribute to trans, gender diverse and non-binary communities across Victoria.

Get in touch

If you'd like to apply for the role, or if you have any questions, please contact:
Mama Alto (she/hers)
Chief Executive Officer
ceo@tgv.org.au

Thank you for your interest in supporting trans, gender diverse and non-binary communities!