



Position Description

| Position | Work Location | Position Description Completed |
|-----------------------------------|----------------------------|--------------------------------|
| Volunteers Association Ambassador | NSW SES Unit of membership | December 2018 |
| Reports To: | Direct Reports: | Department |
| Board of Directors | NIL | Member Services |

PURPOSE STATEMENT

To provide and maintain high quality information flow to the Volunteers of the NSW SES in their area about the Association and what it does for members. This role will focus on identifying key areas of concerns for volunteers, and providing the BoD with monthly reports updating on these concerns.

SELECTION CRITERIA

| Essential | Desirable |
|--|--|
| <ul style="list-style-type: none"> • Good, clear communication skills both written and verbal • Enthusiastic with a willingness to learn • Fast learner and self-motivated • Mature and positive attitude • Attention to detail and pride in work • Understanding of NSW SES volunteers • Demonstrated computer Skills particularly Microsoft Word, PowerPoint, Excel and Outlook • Understand the importance of confidentiality • Flexible attitude to work, volunteering rarely takes place during 'normal business hours'! | <ul style="list-style-type: none"> • Understanding of the Volunteers Association's programs for members, however training will be provided • |

| KEY OUTCOMES (KRA) | |
|--|--|
| Outcomes | Key Activities |
| KRA 1: Member Service Delivery | <ul style="list-style-type: none"> • Provide members with information regarding Volunteers Association grants including: <ul style="list-style-type: none"> ○ Welfare Support Grants ○ Support Services Grant e.g. Drought Support Program ○ Funding Scheme Grants • Provide assistance with administration of the Member Database for your unit (new and existing members) • Distribute member information within your unit i.e. Newsletters/Magazines through accessible sources e.g. noticeboards/meetings • Advise the Association of resigned/deceased members • Provide a written report on member issues locally each month for the Board of Directors |
| KRA 2: Stakeholder Engagement | <ul style="list-style-type: none"> • Build and develop relationships with Unit Members through regular communications • Provide advice to members on various aspects of membership • Provide advice to members on who to contact for additional support within the Association • Provide content for online updates e.g. grants, operational interest, different jobs |
| KRA 3: Databases and General Administration | <ul style="list-style-type: none"> • Support the Association with membership databases • Be the first point of contact for general Association enquiries at your unit |

| PERFORMANCE STANDARDS (KPIs) | |
|-------------------------------------|---|
| Outcomes | Key Performance Indicators (KPI's) |
| | |

**KRA 1: Association
Service Delivery**

- Ensure the monthly report is completed and submitted through advised channels
- Ensure records are maintained and communicated to the Association regarding member status

| PERFORMANCE STANDARDS (KPIs) | |
|--|--|
| KRA 2: Stakeholder Engagement | <ul style="list-style-type: none"> • Effective, clear and professional information management and communication to Unit Members • Communicate effectively with NSW SES Volunteers Association staff • Effective relationships with equipment suppliers are maintained ensuring efficient service • Provide effective and timely advice on all member enquiries directed to you • Work effectively to ensure relevant content for the Association's online platforms e.g website is up to date and promotes the work of our volunteers |
| KRA 3: Databases and General Administration | <ul style="list-style-type: none"> • Ensure accuracy of member details entered on member databases • Ensure all emails are answered in a timely manner • Ensure administration processes are carried out according to agreed policies, standards and formats; |

| CORE RESPONSIBILITIES (ALL STAFF) | |
|-----------------------------------|---|
| Accountabilities | Key Performance Indicators (KPI's) |
| Work Health and Safety | <ul style="list-style-type: none"> • Demonstrates action taken in identifying hazards, assessing risk, and immediately report any injury, near miss and damaged equipment or any other hazard observed in the workplace; • Demonstrates duty of care, considers own safety and the safety of others while at work; • Reasonably complies with WHS guidelines and procedures, using protective clothing or equipment provided at all required times; • Is fully aware of the Volunteers Association's safety procedures and expectations, and actively participates and contributes; • Participates in the ongoing improvement of the Association's WHS policy and visibly and constantly supports its implementation; • Practice and promote Equal Opportunity, Harassment and Bullying policy by treating fellow staff and others fairly and equitably and without discrimination, harassment or bullying. |
| Organisational Culture | <ul style="list-style-type: none"> • Promotes and encourages personal growth and effective communication. • Understands and supports policies and procedures of the organisation as defined in the Code of Conduct. |

| | |
|------------------------|---|
| | <ul style="list-style-type: none"> Continually contributes to and supports volunteers & staff, including Directors, Staff, Units & Members |
| Leadership/Teamwork | <ul style="list-style-type: none"> Supports the decisions of Board of Directors and Management Displays willingness to assist others, shares knowledge openly, cooperates and supports the department. Receptive and open to feedback Maintains a positive and constructive attitude that promotes confidence in those around them. Contributes to staff meetings and promotes the exchange of information throughout the organisation. Regularly meets with Manager to discuss performance, plans and current issues |
| Continuous Improvement | <ul style="list-style-type: none"> Exercises initiative in making improvements to work processes and outcomes. Always searches for better ways and strives for best practice. Embraces and adapts to change |

| WORKING RELATIONSHIPS |
|--|
| <p>Internal: Interacts closely with Member Services and Administration on issues relating to communication, membership administration and operations issues.</p> <p>External: The development and maintenance of relationships with their Unit on various SES activities is an important part of this role. This role works with relevant staff and Directors at NSW SES Volunteers Association to enable a consistent approach to volunteering matters and ensure members are receiving the information they require.</p> |

| APPROVAL | | | | |
|--|-----------------|------|----------------------|------|
| <p>This position description has been reviewed and is considered to accurately reflect the requirements of the role and the organisation</p> | | | | |
| <table style="width: 100%; border: none;"> <tr> <td style="width: 70%;">Member Services</td> <td style="width: 30%;">Date</td> </tr> <tr> <td>President</td> <td>Date</td> </tr> </table> | Member Services | Date | President | Date |
| Member Services | Date | | | |
| President | Date | | | |
| <p>I have read and understood this document and agree to perform the duties and responsibilities as listed within the list</p> | | | | |
| <table style="width: 100%; border: none;"> <tr> <td style="width: 70%;">Ambassador Name</td> <td style="width: 30%;">Date</td> </tr> <tr> <td>Ambassador Signature</td> <td>Date</td> </tr> </table> | Ambassador Name | Date | Ambassador Signature | Date |
| Ambassador Name | Date | | | |
| Ambassador Signature | Date | | | |