



Position Description

Position	Work Location	Position Description Completed
Volunteers Association Member Benefits Coordinator	Remote	December 2018
Reports To:	Direct Reports:	Department
Board of Directors	NIL	Member Services

PURPOSE STATEMENT

To build community relationships and identify opportunity for innovative benefits for fellow members through coordination of localised benefits programs in the Association. You will also provide the Association and its members with current and up-to-date information on localised benefits and options. Reports on progress are to be provided for the Board of Directors meetings, via the office.

SELECTION CRITERIA

Essential	Desirable
<ul style="list-style-type: none"> • Good, clear communication skills both written and verbal • Enthusiastic with a willingness to learn • Build relationships with local businesses and service providers • Work with the Association's Administration team to help maintain accurate records of local benefit providers and status • Educate Association members about what benefits are available • 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 member recognition, however training will be provided • Understanding of existing recognition programs available to NSW SES volunteers

KEY OUTCOMES (KRA)	
Outcomes	Key Activities
KRA 1: Member Service Delivery	<ul style="list-style-type: none"> • Provide the Volunteers Association with information and advice on benefits available for NSW SES volunteers • Provide assistance with administration of the benefits register in your area • Provide a written report on Benefit Program progress for the Board of Directors meetings
KRA 2: Stakeholder Engagement	<ul style="list-style-type: none"> • Build and develop relationships with Unit Members/ Zones regarding benefit enquiries • Provide advice to members on various aspects of benefits and support services • Liaise with Ambassadors regarding local businesses onboard • Provide content for online updates and Association communication for benefits
KRA 3: Databases and General Administration	<ul style="list-style-type: none"> • Support the Association with a local benefits register • Be the first point of contact for member benefits enquiries from members and/or Ambassadors

PERFORMANCE STANDARDS (KPIs)	
Outcomes	Key Performance Indicators (KPI's)
KRA 1: Association Service Delivery	<ul style="list-style-type: none"> • Ensure the Board report is completed and submitted through advised channels • Ensure records are maintained and communicated to the Association regarding committee meetings (where applicable)

PERFORMANCE STANDARDS (KPIs)	
KRA 2: Stakeholder Engagement	<ul style="list-style-type: none"> • Effective, clear and professional information management and communication to Unit Members and/or Ambassadors • Communicate effectively with NSW SES Volunteers Association staff • 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 Benefits register is up to date
KRA 3: Databases and General Administration	<ul style="list-style-type: none"> • 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

Internal: Interacts closely with Member Services and Administration on issues relating to current and expired benefits, communication, membership administration and operations issues.

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.

APPROVAL

This position description has been reviewed and is considered to accurately reflect the requirements of the role and the organisation

Member Services

Date

President

Date

I have read and understood this document and agree to perform the duties and responsibilities as listed within the list

Coordinator Name

Date

Coordinator Signature

Date