



Position Description

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

PURPOSE STATEMENT

To order floral bouquets on behalf of the Volunteers Association once received through the online 'General Welfare' form. This role will focus on maintaining the budget and stock levels associated with the Flower program. 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 • Access to the internet • Understanding and experience with managing a budget • 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 • Understanding of existing welfare programs available to NSW SES volunteers

KEY OUTCOMES (KRA)	
Outcomes	Key Activities
KRA 1: Member Service Delivery	<ul style="list-style-type: none"> • Provide floral bouquets as per policy and online form requests • Provide assistance with administration of the flowers program • Provide a written report on flower activities for the Board of Directors meetings including budget update
KRA 2: Stakeholder Engagement	<ul style="list-style-type: none"> • Provide content for online updates and Association communication for flowers e.g. advertising materials
KRA 3: Databases and General Administration	<ul style="list-style-type: none"> • Maintain records for orders submitted and YTD budget amounts • Verify membership of orders

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

PERFORMANCE STANDARDS (KPIs)	
KRA 2: Stakeholder Engagement	<ul style="list-style-type: none"> • Communicate effectively with NSW SES Volunteers Association staff • Provide effective and timely advice on all member enquiries directed to you • Maintain confidentiality at all times
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 communication, membership administration and financial payments.

External: This role works with relevant staff and Directors at NSW SES Volunteers Association to enable a consistent approach to the flower process and ensures 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