

Online Community Volunteer Coordinator

September 2022

Reporting to:	Online Community Team Leader – Mental Health	
Direct Reports:	None	
Status:	Permanent	Full-time or part-time (4-days a week)
Salary range:	From \$68,000 + super + salary packaging	
Location:	Sydney (Remote work possible)	

ReachOut values diversity in our workforce. We encourage people from Aboriginal and Torres Strait Islander and culturally diverse backgrounds to apply.

About the organisation

ReachOut is transforming the way young people access mental health support. We are the online safe space that young people know and trust to discover, learn and access support as they experience mental health challenges.

For more than 20 years, ReachOut has been connecting and supporting young people, and their parent, carer and teacher networks, to a range of mental health services that are available when and where they need it. We make it easy for young people to connect on their terms, at any time, from anywhere.

As the pioneer of an online model of mental health support for young people all over Australia, we have continued to evolve. Today, we are recognised as one of the leading providers of specialist support for young people on the journey toward better mental health. We are helping to change the lives of young people for the better.

About the role

In this role, you support ReachOut's Online Community volunteers as they undertake peer support discussions across ReachOut's youth and parent/carers communities. You will work collaboratively with the volunteers and community members to build strong and safe online communities and to make sure volunteers feel supported as they undertake their roles. You develop and deliver structured communication with volunteers across ReachOut communities.

This role suits someone who:

- Has experience in the coordination of volunteers
- Has experience working with young people and practices clear boundaries and self-care
- Has a good understanding of Duty of Care principles and is confident assessing and responding to levels of risk and harm.
- Has experience in the provision of informal debriefing.
- Believes in taking a collaborative approach and is committed to working as a team to develop creative ways to engage the online community volunteers.
- Displays empathy and compassion in their work

Your key responsibilities are:

Day to Day Volunteer Coordination responsibilities.

- Manage the onboarding and offboarding of new volunteers to the online community.
- Provide debriefing opportunities to volunteers who are engaged in peer support within the online community.
- Ensure training and resources are current and accessible for all volunteers.
- Provide regular reward and recognition opportunities for volunteers.
- Collaborate with the Online Community team to promote continued engagement with volunteers in the online community through events, creation of posts and creative threads.
- Centralise and ensure volunteer records are kept up-to-date i.e. volunteer milestones, meetings, debriefing etc.
- Look at ways to improve our volunteer policies, procedures and systems, and implement them as required.
- Follow ReachOut's best-practice duty of care protocol when working with volunteers.
- Communicate to the volunteer community through conversations across email, phone, or Google Meet, and the addition of a monthly newsletter to keep volunteers engaged and informed.
- Offer opportunities to provide workshops to volunteers to improve the skills and knowledge required to volunteer in the online communities.

Volunteer Community Building and Engagement

- Use sound community building principles to build and engage the volunteer community e.g. email updates, chat sessions, workshops and other collaboration or consultation opportunities.
- Support the Community team and Team Leader to create content/event ideas that may include volunteer suggestions and involvement.
- Look for opportunities to include the volunteer community in Community team led development and implementation of ad hoc projects that aim to boost engagement.
- Communicate relevant volunteer updates or announcements as required

You work closely with:

With	Purpose
1. Online Community Team Leader	The Online Community Team Leader provides ongoing leadership, management and support
2. Youth Involvement Coordinator	Collaborate with the Youth Involvement Coordinator to effectively onboard volunteers and support with cross-team volunteer collaboration opportunities.
3. Online Community team	Collaborate with community team members to provide best practice volunteer engagement, and supervision including recruitment, orientation and support.
4. Service Delivery team	You participate as a positive and contributing team member

To be successful in the role, the following experience is preferred:

- Qualifications or currently studying in a related field such as Cert IV Youth Work, Community Services, Social Work, Counselling or Psychology
- Experience working in mental health or peer support and practices clear boundaries and self-care
- Experience in leadership or looking after volunteers/groups of people.
- Confidence in assessing and managing levels of risk and harm
- Experience in using digital systems and software e.g. blogs, salesforce, Microsoft products etc.
- Good time management and planning skills
- Self-motivated, as well as work well in a team environment
- Excellent online and offline communication skills
- Displays empathy and compassion in their work
- An understanding of strengths-based approaches
- A commitment to ReachOut's values and behaviours

We also think it would be useful to have:

- Experience working with or coordinating volunteers
- Experience working with young people and/or the health sector.