

VOLUNTEER COORDINATOR – MUST BE BASED IN THE HAWKESBURY LGA

- **Volunteer Co-ordinator, based in Hawkesbury Region.**
- **3-4 days per week.**
- **Immediate start available.**
- **Use your people skills in a dynamic NFP environment.**
- **Current driver's license and own vehicle.**
- **Must be able to visit Bowen Mountain, Colo Heights, St Albans, and Wilberforce Community Hubs in the Hawkesbury LGA each fortnight.**
- **Key role supporting the organisation to reach its goals.**
- **SCHADS Award Level 3 to 5, dependent upon experience.**
- **Attractive NFP salary packaging options – up to \$15,900 tax free.**

About Us

An Australian not-for-profit organisation dedicated to achieving technology-enabled social inclusion, the Digital Literacy Foundation advocates for equality of access to, and use of, digital technologies for the most vulnerable members of disadvantaged communities, who are at the greatest risk of social exclusion, and for whom digital technology can offer life-changing benefits. Those with low levels of income, education, and employment are significantly less likely to be digitally included: already disadvantaged and vulnerable, they are at increased risk of compounding their existing disadvantages. The Digital Literacy Foundation is committed to addressing the issues of access, motivation, skills, and trust that challenge universal digital literacy. Our mission is to create a digitally inclusive society, where no one is left behind.

Since 2015, the Digital Literacy Foundation (formerly Leep NGO) has provided free one-on-one, face-to-face digital mentoring programs, delivered by trained volunteer digital mentors (whom we call 'Tech Mates') across western Sydney and western New South Wales. We have delivered more than 4,500 hours of digital mentoring to more than 1,300 learners. We are substantially increasing our services over the coming year, and are looking for people with diverse perspectives, backgrounds, and talents to build their careers with us. By being part of our story, you will play an important role in helping Australia become a digitally inclusive society.

The Role

This role is only available to candidates who live in the Hawkesbury LGA, and who have a current driver's licence and access to their own vehicle (mileage for all travel will be reimbursed).

Customer service is central to the role, which services the new Disaster Recovery Digital Mentoring – Hawkesbury Community Hubs program being launched in the Hawkesbury region.

The successful candidate will have strong communication skills and enjoy working to find solutions for a better

customer experience. A natural team player with a desire to join a growing not-for-profit organisation, you will be required to:

- Travel to four outreach events per fortnight to support our volunteer digital mentor ‘Tech Mates’ as they teach tech skills to Learners at the Community Hubs in Bowen Mountain, Colo Heights, St Albans, and Wilberforce.
- Co-ordinate Learners with trained volunteer digital mentor ‘Tech Mates’.
- Ensure follow up on client requests.
- Assist with the maintenance of day-to-day responsibilities, including updating client records in the database.
- Provide administrative support to the Operations Director, Volunteer Manager, and Programs & Communications Manager.
- Provide social media pitches for Instagram (static posts, stories and reels).

Required skills

- Demonstrated relationship-building skills, with the ability to build a team environment that inspires volunteers to feel inspired, motivated, and valued.
- Ability to prioritise tasks to meet daily, weekly and project targets.
- Good computer skills, including the ability to use programs such as Zoom, iPads/Apple products, Slack, databases such as Salesforce, etc.
- Quick to learn new technologies, systems, and information.
- Attention to detail and creative problem solving, especially when faced with resource constraints.
- Able to work effectively in a dynamic environment.
- Excellent verbal and written communication skills.
- Able to adapt and respond positively to a variety of situations and people.
- The energy to achieve results and take action to exceed goals and expectations.
- Strong team player, able to work independently in a remote capacity.
- Events experience is desirable.

Key responsibilities

- Direct liaison with Tech Mates and Learners, including taking and making calls.
- Attend events in Hawkesbury as required.
- Provide social media and marketing support, including the monthly Digital Literacy Foundation newsletter.
- Handle data processing.
- On-boarding / training new Tech Mates will be a significant proportion of your role.

About You

You have patience and empathy in dealing with volunteers and learners. You’re a people person who loves working for community based, grassroots organisations. To be successful in this role you will have:

- Relevant qualifications in supporting volunteer, NFP, or community organisations, or Project Management,

or equivalent working experience.

- Demonstrated experience working collaboratively with external suppliers to deliver project milestones.
- Experience dealing with individual and group clients.
- Patience and sensitivity when interacting with elderly and/or cognitively impaired people.
- The ability to work autonomously and as a collaborative team member.
- Experience assisting in the management of volunteers, community events, aged care and Council programs.
- Demonstrated experience using databases, project management and office tools, as applicable.

Working with the Digital Literacy Foundation

The Digital Literacy Foundation invests in the development of all its team members. You can expect to have access to opportunities to develop professionally, and to be challenged through your daily work. We proactively offer support in the face of any challenges that may arise, and encourage the development of passion projects both internally within the organisation and across your life.

We try always to ensure our work generates welcome, inclusive, safe, and creative community environments for all, and we pride ourselves on providing a working environment that is both driven and ambitious and caring and kind.

We offer a free, confidential Employee Assistance Program (EAP) aimed to enhance the emotional, mental and general psychological wellbeing of our employees.

At the Digital Literacy Foundation, all employees are encouraged to be themselves and to bring their whole selves to work every day. We encourage applications from Aboriginal and/or Torres Strait Islander people, people living with disability, culturally and linguistically diverse people and people of the LGBTQI+ community, including transgender, gender diverse, and intersex people.

The Digital Literacy Foundation has a commitment to maintain a diverse workforce and welcomes the opportunity for applicants to share their lived experiences. We also recognise that some applicants may not wish to disclose, and we respect their decision.

We serve culturally and linguistically diverse communities in Australia, and value intercultural expertise, diverse ways of thinking and the ability to work in more than one language.

Apply Now!

If you're looking for the next opportunity in your career and want to work for a growing digital inclusion NFP organisation, then apply now! **Applications will be reviewed as they are received.**

- This role is the perfect opportunity for someone who is available soon, if not immediately, and who is highly motivated and hands-on with excellent written and organisational skills.
- Your ability to think and act proactively and work under pressure while consistently meeting deadlines, coupled with your flexible 'can do' attitude is key.
- This is an outstanding opportunity to contribute to a growing NFP organisation's purpose and operations and deeply engage with the business and its key stakeholders to achieve outcomes that make a positive difference

to disadvantaged Australians.

Your application *must* include the following documents:

- **Covering Letter:** A covering letter with specific responses to the Key Selection Criteria, providing examples of demonstrated experience and capabilities, and your interest in the role.
- **Curriculum Vitae:** A complete current resume, stating responsibilities and achievements against each role you have held.
- **Written Response:** Answers to the following questions:
 - **Question 1.** *I am the right person to undertake this project because...*
 - **Question 2.** *Describe a recent situation where you have led or contributed to the development of a healthy, positive, respectful, values-based workplace culture. What were the key elements of your approach? What challenges did you face, and how did you overcome them?*

The Digital Literacy Foundation will ask for at least two professional and two personal referees if you are shortlisted.

All staff at the Digital Literacy Foundation are required to be Covid vaccinated and hold current police checks.

Reach out if you have any questions: hello@dlf.org.au