

Volunteer Coordinator – Aged Care Volunteer Visitor Scheme

Digital Literacy Foundation

Job description

- Volunteer Co-ordinator, based in Central West, Nepean, or Orana Far West ACPRs
- Permanent, Full-time (38 hours per week)
- Immediate start available
- Use your people skills in a dynamic NFP environment
- Current driver's license and own vehicle
- Key role supporting the organisation to reach its goals
- SCHADS Award Level 4-5, 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 and socially 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 Far Western New South Wales. We have delivered more than 5,000 hours of digital mentoring to more than 1,750 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

The Digital Literacy Foundation has launched an additional service as a provider for the Aged Care Volunteer Visitor Scheme (ACVVS), whereby we support volunteers to visit socially isolated

older people in the NSW Aged Care Planning Regions of Central West, Nepean, and Orana Far West, providing them with friendship and companionship.

Regular visits (at least fortnightly, or 20 times per year) from ACVVS volunteers will help to improve quality of life and help older people feel less isolated and alone for various reasons, which include:

- Feeling isolated from their culture and heritage.
- Little contact with friends or relatives.
- Mobility issues that prevent them from taking part in social or leisure activities.
- Being/feeling different in some way.

The ACVVS focuses on the needs of older people from particular linguistic, cultural, and complex vulnerability backgrounds who may be at greater risk of social isolation.

The primary objective of this role is to:

- Actively recruit, train and support ACVVS volunteers ensuring compliance with legislation and procedures.
- Actively seek referrals and ensure the compatibility of volunteer and recipient matches.
- Promote, raise, and increase awareness of all aspects of the ACVVS to aged care providers (ACPs) and the broader community.
- Keep accurate records and submit as required.
- Grow our My Aged Care (MAC) client base and profile, through the maintenance of current networks and the building of new ones.

REQUIRED SKILLS, KNOWLEDGE, AND QUALIFICATIONS

- Degree in relevant discipline (e.g., community development, social work, human resources, adult learning) or minimum of 5 years' experience in a customer-facing role, volunteer co-ordination, and/or the not-for-profit sector.
- Previous experience in recruitment, managing and coordinating volunteers.
- Excellent interpersonal and relationship management skills, with a demonstrated ability to consult, influence and liaise with internal and external stakeholders from a variety of backgrounds and experiences.
- Exceptional verbal and written communication skills with the ability to clearly and effectively convey messages and information, in written and verbal formats.
- Strong listening skills and problem-solving abilities.



- An efficient, methodical approach to work, with the ability to plan, prioritise, and complete own tasks, managing multiple projects and priorities whilst meeting deadlines.
- Ability to work independently and to be self-motivated as part of a team in a remote, fast-paced, dynamic environment to meet daily, weekly, and project targets.
- Strong computer literacy, including the ability to use programs such as Zoom, iPads/ Apple products, Slack, databases, etc.
- Experience in planning and managing programs or projects.
- Ability to adapt and respond positively to a variety of situations and people.
- Ability to undertake regular administrative duties associated with the role, maintain relevant data and notes, and provide timely reports.
- Current driver's license and access to a roadworthy comprehensively insured vehicle.

OTHER

- Willingness to work flexible hours when required.
- Commitment to social justice and digital inclusion.
- *COVID-19 Vaccination*- As a part of DLF's ongoing commitment to the health and well-being of our clients, staff, volunteers and the community, we require successful candidates to have received at least two COVID vaccinations.

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 LGBTIQ+ community.

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.
- For a detailed position description, please email Nikki Davies via nikkid@dlforg.au using the subject line: Volunteer Coordinator – Aged Care Volunteer Visitor Scheme enquiry.

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