

**POSITION DESCRIPTION**  
**Head of Volunteer Engagement**

Position Title	Head of Volunteer Engagement
Type	Ongoing
Fraction	Full-time
Days, hours	Monday to Friday with flexibility in hours
Location	Abbotsford Convent, Abbotsford
Reporting to	CEO
Direct Reports	2 direct reports

**Role and Responsibilities**

The Head of Volunteer Engagement at Wildlife Victoria is the key executive accountable for ensuring our diverse volunteers across the State are well supported, highly engaged and experiencing a compelling volunteer value proposition. The Head of Volunteer Engagement will play a lead role in enabling Wildlife Victoria to meet the ongoing challenges of wildlife in need delivered with excellence by an extensive and outstanding statewide network of volunteers.

This role is an integral member of the Wildlife Victoria leadership team, reporting to the CEO, and will be accountable for developing and implementing an end to end cultural change program across Wildlife Victoria’s volunteer base. This role will be accountable for all aspects associated with volunteer engagement including an organisation wide volunteer support and mentoring model, volunteer satisfaction and engagement, and volunteer experience.

**Key responsibilities:**

- Analyse Wildlife Victoria’s volunteer base and derive insights to inform, develop and implement an end to end volunteer engagement framework. Measure and monitor volunteer engagement and embed continuous improvement to drive an uplift in volunteer satisfaction
- Identify and reengineer key volunteer experience journeys and embed continuous improvement
- Develop and improve metrics across all aspects of the volunteering model including volunteer activation, volunteer retention and volunteer succession planning
- Work closely with external service providers to develop and implement a volunteer support framework and program
- Design and deploy a range of ongoing initiatives into the Wildlife Victoria volunteer base such as a rewards and recognition program and a communications uplift, working closely with peers

The Head of Volunteer Engagement will transform Wildlife Victoria’s volunteer engagement model end to end across the scope of the role to ensure a sustainable and effective wildlife emergency response service delivered by highly skilled, engaged and active volunteers with a deep connection to Wildlife Victoria and its purpose. The Head of Volunteer Engagement will bring the “voice of the volunteer” into the organisation and act as volunteer advocate.

## Selection Criteria

### Essential:

- A tertiary qualification in Human Resources, Psychology or equivalent together with substantive work experience at the senior leadership level
- Expert people skills with a proven history of developing and delivering cultural and customer change programs to tangibly improved satisfaction
- Highly skilled in relationship management with a strong customer service mindset
- Outstanding communication skills, both written and verbal, with an empathetic and engaging leadership style
- Experience working across the not for profit sector and engaging with a volunteer base
- An adaptive and constructive approach to work with capability to work effectively under pressure and navigate through difficult situations to deliver impactful outcomes
- Strong business acumen
- A connection to the Wildlife Victoria purpose

### Desirable:

- Experience interfacing with volunteers in the animal sector

## About Wildlife Victoria

Wildlife Victoria is a Not For Profit organisation that has provided the Victorian community with a Wildlife Emergency Response service for over 35 years. The organisation has a small number of paid staff and a large number of volunteers.

Every year thousands of native animals in Victoria become sick, injured, or orphaned, often as a direct result of human activity. If left unassisted, these animals may suffer and die in pain or of starvation. Our Wildlife Emergency Response Service receives notifications from members of the public via our emergency phone and online reporting system. We receive more than 100,000 requests for help a year and help over 90,000 animals. When a member of the public contacts us about a sick, injured, or orphaned animal, our Emergency Response Operators provide advice to help the caller manage the situation appropriately, and when necessary, arrange for a trained volunteer to attend. They also liaise with other organisations to ensure the best possible outcome for the animal.

The rescue service relies on an extensive state-wide network of rescue and transport volunteers, veterinarians who provide pro-bono services for wildlife, and the licenced carers and shelters who accept animals into their care for rehabilitation and release.

We advocate for wildlife whenever their welfare is under threat or compromised. We support efforts by government, community groups and individuals to ameliorate threats to wildlife, particularly those that are caused by humans.

In addition to the rescue service, through our education programs and activities we help wildlife by providing people with the knowledge and skills they need for peaceful and positive co-existence with wildlife, and by facilitating positive community attitudes toward wildlife.