



# Community Engagement & Volunteer Programs Coordinator Position Description

<b>Position:</b>	Community Engagement & Volunteer Programs Coordinator
<b>Organisation:</b>	Mother's Day Classic Foundation
<b>Work Location:</b>	Suire 101, Level 1, 13 Cremorne St, Richmond, VIC 3121
<b>Employment Type:</b>	Part Time – Permanent – 3 days per week*  *In the four weeks leading up to the Mother's Day Classic each year this role will increase by an additional day per week
<b>Position Reports To:</b>	Head of Events and Risk
<b>Direct Reports:</b>	Volunteers (national), Volunteer Committee Members

## Role Purpose

A newly created role, the Community Engagement & Volunteer Programs Coordinator is responsible for the strategic and operational management of the volunteer programs across the Mother's Day Classic Foundation's national footprint. This includes volunteer recruitment, engagement, onboarding, compliance, and recognition, with the goal of ensuring a consistent, rewarding, and scalable volunteer experience year-round.

Working closely with the Community Events Lead and reporting to the Head of Events and Risk, this role plays a critical part in safeguarding our volunteer workforce, streamlining volunteer systems, and elevating volunteer engagement as a core pillar of event success. The Community Engagement & Volunteer Programs Coordinator also provides hands-on support during event delivery, especially in key locations such as Melbourne.

## Key Responsibilities

### Volunteer Strategy & Planning

- Evaluate previous volunteer programs, feedback, and reporting data
- Facilitate workshops and develop the annual Volunteer Program Plan
- Design and execute targeted recruitment strategies
- Develop and maintain volunteer communications, collateral, training, and onboarding resources
- Coordinate closely with Marketing and Fundraising teams to deliver volunteer engagement campaigns
- Manage Rosterfy system setup, structure, and updates
- Maintain and update all volunteer-related documentation including but not limited to volunteer guide, recruitment collateral, onboarding materials, event specific handbooks
- Maintain and update organisational timeline with Volunteer program key dates and progress status.



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## Volunteer Coordination & Engagement

- Coordinate registration, onboarding, and ongoing communication
- Monitor volunteer inbox and provide support to customer service queries
- Maintain accurate records in Rosterfy and generate reports and dashboards
- Collaborate with Event Managers and state committees to define roles and build event rosters
- Oversee volunteer compliance, including working with children checks, supervisors for under 16s and inductions
- Deliver on-the-day support at major events (e.g., Melbourne)
- Lead post-event data reconciliation, surveys, and feedback analysis
- Manage the Volunteer Recognition Program (certificates, milestone pins, etc.)
- Coordinate volunteer-related freight and collateral distribution

## Committee & Community Ambassador Program Support

- Assist in the acquisition and onboarding of Community Ambassadors
- Recruit and manage Event Ambassadors for media and PR opportunities.
- Work with Community Ambassadors to develop case studies for MDC.
- Research/source high profile ambassadors and key influencers to increase awareness and reach.
- Assist in the acquisition and onboarding of state committee chairs (NVC) and committee members
- Support Volunteer Committees as required to encourage role satisfaction and retention

## Local Host Program Support

- Assist in the acquisition and onboarding of Local Hosts
- Support the Community Events Lead with:
  - Reviewing Local Host data and event fundraising reports
  - Managing Authority to Fundraise documentation
  - Producing custom signage and local communications
  - Ensuring Local Host compliance and onboarding

## Qualifications/ Experience

- Relevant tertiary qualification or equivalent experience in volunteer, event, or project coordination
- Experience in managing volunteer programs across multiple locations (desirable)



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- Competency using CRM or volunteer management platforms (Rosterfy experience highly regarded)
- Intermediate to advanced knowledge of Microsoft Excel
- Excellent written and verbal communication skills
- Strong attention to detail, planning, and documentation
- Comfortable facilitating workshops and training sessions
- Demonstrated ability to work independently and collaboratively within a small team environment

## Key Competencies

- Highly organised and proactive
- Strong interpersonal and stakeholder engagement skills
- Effective communicator across diverse audiences
- Confident with data analysis and report preparation
- Passionate about community building and volunteerism
- Calm under pressure and flexible in fast-paced environments

## Benefits (pro rata where applicable) available at the MDCF include

- 14% superannuation
- 1 additional 'rostered' day off per quarter (pro rata for part time team members)
- Flexible working arrangements are supported. Minimum one day in office per week.

## About Role Statement

Change is inherent in the events environment. For this reason, all staff should be aware that roles may evolve in scope and responsibility over time. The Community Engagement & Volunteer Programs Coordinator position has been designed with scalability in mind to meet the evolving needs of the Foundation.

(April 2025)