

Position Description

Team Leader, Volunteer Program Australian Queer Archives



Employment Type	Fractional 0.2-0.4, Fixed Term – 12 months, negotiable
Salary Range (FTE)	\$66,858 - \$75,175
Work Location	79-81 Fitzroy St, St Kilda
Reports To	President and Committee chair
Contact	Timothy Jones e: president@queerarchives.org.au , Ph: 0408 231 600

The Australian Queer Archives

The Australian Queer Archives (AQuA) collects, preserves and celebrates material from the lives and experiences of lesbian, gay, bisexual, trans and gender diverse, intersex, queer, Brotherboy and Sistergirl (LGBTIQ+) Australians.

Established in 1978, we hold the pre-eminent research collection for LGBTIQ+ histories in Australia. We are a volunteer-run, non-profit, community-based incorporated association, located at the Victorian Pride Centre in Melbourne, Australia.

We have the world's largest and most significant archives of historical Australian LGBTIQ+ material as well as Australia's largest international LGBTIQ+ collection, comprising:

- The works of writers, artists, photographers, and performers
- The papers of significant LGBTIQ+ Australians
- The records of community organizations
- Material culture and ephemera, including posters, flyers, badges, matchbooks, objects from bars, other venues and events

We make the collection accessible to researchers, cultural institutions and all others wanting to learn more about the LGBTIQ+ communities.

We have a code of conduct that volunteers, employees and researchers are required to uphold in performing their work: <https://queerarchives.org.au/code-of-conduct/>

Organisational Context

The Team Leader, Volunteer Program role has overarching responsibility for the AQuA volunteer program of over 50 active volunteers. This is a new role, established to meet the needs of the organisation in a period of growth. Additional hours may be required early in the role to establish or refine systems and procedures that support the volunteer program.

The role is principally to support volunteers working on accessioning, documenting and preserving items in the collection, both on-site and remotely. Other volunteer roles that may fall within the remit of the volunteer team leader may include communications, events and exhibitions.

The role will work closely with the AQuA executive, volunteer supervisors and the Collection Management working group to ensure that the program is well managed, self-sustained and volunteers are engaged in meaningful ways.

The Team Leader, Volunteer Program is an internally and externally focussed role requiring excellent communication skills, a well-developed knowledge of volunteering principles, including the Australian Standards for Volunteers, and an understanding of online volunteering.

Key challenges of the role include the ability to plan, organise and oversee multiple projects plus the ability to manage a large team of diverse volunteers, their expectations and capability to achieve project outcomes.

Key Accountabilities

Volunteer Support

- Manage the intake process for volunteers including communication materials, information sessions and enquiries.
- Engage with volunteers to understand their interests, needs and what they can bring to AQuA and the program.
- Identify, develop and deliver induction and other specific training opportunities for volunteers.
- Ensure volunteers are aware of organisational values and expected behaviours, relevant policies and the volunteer agreement.
- Ensure volunteers have access to, can use relevant resources.
- Support volunteers through regular contact, supervision and feedback.
- Provide pathways and guidance for volunteers to seek resolution for identified issues, conflict or concerns.
- Provide opportunities for formal and informal consultation with volunteers to ensure they have a voice in the organisation. Advocate for volunteers and the volunteer program as required.

Communication and Liaison

- Liaise with staff and stakeholders to identify potential volunteer projects and activities.
- Ensure volunteer projects are able to be clearly communicated, understood and delivered by volunteers.
- Liaise with Collection Management and stakeholders for direction, problem solving and clarification of volunteer activities.
- Ensure clear communication processes are in place so that all volunteers received accurate and up to date information.
- Ensure all communication is able to meet the audience needs of a diverse group including a range of ages and backgrounds amongst volunteers.
- Ensure that communication materials such as project instructions, FAQ's, Induction booklet, Role description, Policy and other volunteer relevant documentation are accessible and kept up to date.
- Actively represent and promote the volunteer program through a wide range of internal and external forums.

Operations Coordination

- Continually monitor and appraise the effectiveness and value of volunteer activities. In collaboration with stakeholders (including Collection Management), identify opportunities for clarification and improvement, and implement agreed follow up actions to ensure projects continue to meet the needs of AQuA and the volunteers.
- Coordinate rostering and scheduling of volunteer activities including access to workstations, materials and resources required.
- Ensure volunteers' interests, motivations and abilities are matched to appropriate volunteer projects.
- Support the implementation of opportunities for volunteers to engage with AQuA through online or crowdsourcing activities.
- Undertake appropriate activities to reward and recognise volunteers contributions

- Develop and coordinate regular events for volunteers including a mid-year event, end of year volunteer event, National Volunteer Week and other notable dates.
- Provide opportunities for formal and informal consultation with volunteers to ensure they have a voice in the organisation.
- Identify opportunities to support innovation and continuous improvement of the program.
- Fulfil all Volunteer Program monthly, quarterly and annual reporting requirements.
- Provide advice, analysis and contribute to volunteer and related policy formation and review.
- Ensure the program is aligned to Volunteering Australia *Standards for Volunteering*

Organisational Leadership

- Actively oversee the management, development and delivery of the volunteer program to ensure volunteers are high performing and fully engaged.
- Work collegiately with a diverse range of internal and external stakeholders.
- Proactively comply with AQuA's Code of Conduct and policies.

Health and Safety

- Promote risk management across the section and oversee the management of relevant risks (opportunities and threats) in accordance with AQuA and Victorian Pride Centre (VPC) policy and procedures.
- Promote safe work practices across the organisation, responding to issues raised by the VPC Health & Safety Committee and act in accordance with all AQuA health and safety policies and procedures

Business Dimensions

Annual operating budget	N/A
Delegations	N/A
Direct Reports	Approx. 50 active volunteers, 4 volunteer supervisors

Pre-employment screening requirements

Inherent Requirements

This position has the following inherent requirements:

- Provide direction, delegation and removing of obstacles to get work done
- Management of confidential information
- Relate openly and comfortably with a diverse range of people across LGBTIQ+ communities
- Build in/formal networks inside/outside the organisation
- Ability to communicate effectively (written and verbal)

Physical inherent requirements include:

- Occasional lifting of heavy volumes and boxes

Risk Rating

This role is assessed as having a medium level of intrinsic risk.

Probity Requirements

Before a final offer of employment is confirmed, the following probity checks are required based on the inherent requirements and risk rating:

- reference checks
- identity and right to work in Australia

Key Selection Criteria

1. Excellent interpersonal and communication skills with the ability to coordinate a team volunteers
2. Excellent organisation and time management skills
3. Ability to work both independently and within a collaborative team environment
4. Experience and ability to effectively communicate and develop relationships with a wide range of people from diverse backgrounds
5. Ability to demonstrate initiative and accountability by taking prompt action to accomplish objectives, motivated to achieve goals beyond requirements and takes responsibility for achieving strong outcomes for you and the team
6. Proficiency in Microsoft Office (especially Word and Excel)
7. Archival and LGBTIQ+ community organisation experience highly desirable