



Position Description

Volunteer Liaison

"Do not forget to show hospitality to strangers, for by so doing some people have shown hospitality to angels without knowing it"
Hebrews 13:2

1. POSITION TITLE

Volunteer Liaison

2. PERSONNEL

2 team members

3. TIME COMMITMENT (EST.)

5 hours per week February to August

2 hours per week September to November

4. SCOPE

Volunteers of BWNS

5. SUPERVISION

BWNS Board

6. REQUIREMENTS

BWNS and church membership

7. PROCESS

- Invitations
 - from the board, or
 - in response to advertising
- Review of applications by the board
- Interview of prospective applicants by the board
- Unsuccessful applicants notified by the board
- Successful applicants notified by the board
- Successful applicant and the board sign volunteer role description
- Successful applicant receives copy of signed role description.

8. OUTCOMES

- Volunteer registration process effectively assess suitability and availability
- Volunteer data base on Elvanto is maintained
- Volunteers are
 - welcomed and prepared for roles
 - confident engaging with guests
 - well informed of their rostered role as well as other relevant information
- Board is well informed on all aspects of the role

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9. PROVISIONS

Board will authorise resourcing this role (eg training, equipment and support), as required and in response to consideration of requests.

10. RESPONSIBILITIES

- Oversee volunteer registrations by
 - receiving applications and verify references
 - informing volunteers of the outcome of the application
 - adding successful applicants to Elvanto
 - informing volunteers how to communicate with the volunteer liaisons
- Create volunteer rosters, and organise the filling of vacancies
- Inform the board if a vacancy cannot be filled
- Administer BWNS policies, implementing disciplinary actions up to and including exclusion of volunteers
- Log incident reports in Teams folder
- Provide a report to the Project Coordinator for board meetings
- Securely store all records, reports, feedback and files
- Organising training materials and sessions for volunteers
- Other tasks arising from board requests
- attending the AGM and other meetings
- participating in an annual review of the program, policies and procedures each September/October
- other responsibilities arising from the needs of the board and/or operational requirements.

11. QUALIFICATIONS/EXPERIENCE

- Basic IT skills
- Willingness to learn how to operate Elvanto software
- Confidence in engaging with people of diverse backgrounds
- Organisational skills
- Established communication skills (verbal and written)

12. BACKGROUND CHECKS

- Police check
- Referees 2 (one from church member)

13. BENEFITS

- Supporting people as they volunteer and give back to the community
- Providing hospitality and dignity to the homeless
- Promoting positive values and service



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14. VALUES & BEHAVIOURS

- Godly – our attitudes and actions are inspired by Jesus
- Polite - we value others by listening and responding with respect
- Reliable – we are first dependable ourselves, so we may help others also be responsible
- Trustworthy - we are honest, ethical and fair
- Reconciling – we seek to resolve and forgive hurts
- Accountable – we stand against wrongful behaviour

15. NEXT STEPS

Email chair@bwns.org.au if you would like clarification of any of the information above. Visit our website (bwns.org.au) to apply.