# POSITION DESCRIPTION

## Volunteer Manager

Version 1.5, October 2026

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| **REPORTS TO** | CEO and Holy Fools Inc Leadership |
| **SUPPORTED BY** | Operations Team Leader, Child Safety Officer, Felix House Shift Managers, Street Angels team leaders and ARC Manager |
| **LOCATION** | Can be remote; otherwise at Holy Fools Inc Felix House 19 Hutchinson Street, Lilydale; or on location as required. |
| **VOLUNTEER HOURS** | Flexible, regular hours per week according to volunteer program needs. Availability across weekdays is generally required to support rostering and volunteer supervision. |
| **ROLE PURPOSE** | The Volunteer Manager leads the recruitment, induction, rostering, support and ongoing development of Holy Fools' volunteer team across Felix House and Street Angels outreach.<br><br>This role ensures that every volunteer is well prepared, appropriately screened, clear on their responsibilities and boundaries, and supported to provide safe, dignified, person-first care to people experiencing homelessness or insecure housing.<br><br>Felix House sometimes has children and families among its guests. The Volunteer Manager plays a central role in embedding Holy Fools' child safety obligations across the volunteer program, working closely with the Child Safety Officer to ensure every volunteer understands and meets their responsibilities before, during and after their term.<br><br>The Volunteer Manager is not expected to manage frontline incidents alone. Complex safeguarding matters, serious incidents and matters beyond the scope of this role are escalated to the Child Safety Officer, Operations Team Leader or CEO as appropriate. |
| **ROLE RELATIONSHIPS** | The Volunteer Manager will develop positive working relationships with:<br>• Felix House and Street Angels volunteers<br>• Felix House Shift Managers, Street Angels Shift Lead and ARC Manager<br>• The Operations Team Leader<br>• The Child Safety Officer<br>• The CEO/Community Worker<br>• Prospective volunteers and applicants<br>• Training providers and external screening bodies (e.g. Working With Children Check and National Police Check services)<br>• Community partners and referral services |
| **KEY RESPONSIBILITIES** | **1. Recruitment & screening**<br>• Advertise volunteer roles and manage enquiries from prospective volunteers.<br>• Screen applicants for suitability, values alignment and fit with Holy Fools' person-first approach.<br>• Coordinate interviews and reference checks.<br>• Verify Working with Children Checks (WWCC), National Police Checks and other required checks before a volunteer commences, and maintain accurate records of these.<br>• Ensure no volunteer commences unsupervised duties, particularly those involving potential contact with children or families, until all mandatory checks are verified. |

## KEY RESPONSIBILITIES

### 2. Induction & training

- Deliver volunteer induction, including orientation to Felix House, Street Angels outreach, the Volunteer Handbook and relevant policies.
- Deliver or coordinate child safety induction training, ensuring every volunteer understands and signs the Codes of Conduct applicable to Child Safety, including the Child Safety Code of Conduct, before starting shifts.
- Coordinate ongoing training, such as food safety, first aid, trauma-informed practice and de-escalation.
- Maintain accurate training and induction records for all volunteers.

### 3. Rostering & shift coverage

- Build and maintain the volunteer roster across Felix House and Street Angels outreach shifts.
- Respond to availability changes, shift gaps and last-minute coverage needs.
- Liaise with Shift Managers and the Shift Lead to match volunteer skills and experience to shift needs.
- Track volunteer hours and participation.

### 4. Support & supervision

- Act as a first point of contact for volunteer questions, concerns and wellbeing.
- Conduct regular check-ins with volunteers, including during and after their probationary period.
- Support Shift Managers and the Shift Lead to address performance, conduct or boundary issues with volunteers.
- Recognise when a volunteer matter requires escalation to the Operations Team Leader, Child Safety Officer or CEO.
- Support volunteers involved in or affected by an incident, in line with Holy Fools' procedures.

### 5. Compliance & records

- Maintain accurate, confidential records of WWCC, National Police Check and other screening requirements, including renewal dates.
- Ensure all volunteers have signed the applicable Codes of Conduct, including the Child Safety Code of Conduct, and completed required induction before commencing.
- Monitor and follow up on expiring checks and outstanding requirements.
- Support incident reporting processes and maintain related volunteer records.
- Report any concern, allegation or suspicion of child abuse or harm directly to the Child Safety Officer or CEO, in line with the Holy Fools Child Safety and Wellbeing Policy. Where a child is in immediate danger, call 000 first, then notify the Child Safety Officer or CEO.

### 6. Volunteer engagement & development

- Foster a positive, inclusive and supportive volunteer culture.
- Organise volunteer recognition, appreciation and team-building activities.
- Gather volunteer feedback and identify opportunities to improve the volunteer experience.
- Support the development pathway for volunteers moving into Shift Manager, Shift Lead or other specialist roles.

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| **KEY RESPONSIBILITIES** | **7. Policy & continuous improvement**<br>• Contribute to reviewing and updating the Volunteer Handbook, position descriptions and related procedures.<br>• Work with the Operations Team Leader and CEO to identify and address gaps in volunteer processes, including child safety practice.<br>• Stay informed of relevant legislative and sector requirements affecting the volunteer program. |
| **WORK EXPECTATIONS** | The Volunteer Manager is expected to:<br>• Maintain regular, reliable availability to support rostering and volunteer supervision.<br>• Respond to volunteer queries and roster needs in a timely manner.<br>• Model the standards, boundaries and person-first approach expected of all Holy Fools volunteers.<br>• Maintain confidentiality of volunteer, guest and organisational information.<br>• Escalate concerns promptly rather than managing matters beyond the scope of this role.<br>• Participate in relevant training, supervision and Holy Fools meetings. |
| **WHAT THE VOLUNTEER MANAGER CAN EXPECT** | Holy Fools is committed to providing the Volunteer Manager with:<br>• A clear understanding of the role and its authority.<br>• Support and guidance from the Operations Team Leader and CEO.<br>• Access to the Child Safety Officer for guidance on child safety matters.<br>• Appropriate induction, training and resources to carry out the role.<br>• Clear procedures for incidents, escalations and challenging situations.<br>• Recognition and appreciation for their contribution.<br>• Opportunities to shape and improve the volunteer program. |
| **SELECTION CRITERIA** | Applicants should demonstrate:<br>• The characteristics of a Holy Fool person.<br>• Experience coordinating, supervising or supporting volunteers or staff, ideally in a community or not-for-profit setting.<br>• A person-first, trauma-informed and non-judgemental approach to homelessness and insecure housing.<br>• Strong organisational skills, including rostering, record-keeping and follow-up.<br>• Strong computer skills as required.<br>• Excellent interpersonal and communication skills, including the ability to have direct conversations about boundaries and conduct.<br>• Sound judgement in recognising when to escalate a concern.<br>• A strong personal commitment to child safety and understanding of related obligations.<br>• The ability to maintain confidentiality and handle sensitive information appropriately.<br>• A commitment to Holy Fools and its mission to connect communities positively. |

**SPECIAL REQUIREMENTS**

Subject to Holy Fools' policies and insurance requirements:

- A valid, current Working with Children Check (WWCC) - mandatory.
- A National Police Check and satisfactory referee checks - mandatory, given the role's oversight of personnel who work with children and families.
- Completion of Holy Fools volunteer induction, including child safety induction training.
- Signed acknowledgement of the Codes of Conduct applicable to child safety, including the Child Safety Code of Conduct.
- Completion of Child Safety Officer-led training relevant to the Volunteer Manager's compliance responsibilities.
- First Aid Certificate or willingness to obtain one.
- Completion of required training.
- One-month probationary period.

**ROLE BOUNDARIES**

**A Volunteer Manager CAN:**

- Screen, induct and approve volunteers to commence duties once all mandatory checks are verified.
- Build and adjust the volunteer roster.
- Address routine volunteer conduct or performance concerns, in consultation with the relevant Shift Manager or Shift Lead.
- Stand a volunteer down from a shift where there is an immediate safety concern, notifying the Operations Team Leader or CEO as soon as possible.
- Report any concern, allegation or suspicion of child abuse or harm directly to the Child Safety Officer or CEO.
- Maintain and update volunteer compliance and training records.

**A Volunteer Manager does NOT independently:**

- Investigate or determine the outcome of a child safety concern or allegation - these are referred to the Child Safety Officer and/or CEO.
- Permanently dismiss a volunteer without consulting the Operations Team Leader or CEO.
- Manage serious incidents involving guests, volunteers or the public alone.
- Provide professional medical, counselling or legal services.
- Commit Holy Fools to financial, service or organisational arrangements.
- Speak publicly on behalf of Holy Fools unless authorised.

*When unsure, the Volunteer Manager should pause, maintain safety and consult the Operations Team Leader, Child Safety Officer or CEO.*

**SUCCESS IN THIS ROLE**

A successful Volunteer Manager:

- Builds a volunteer team that is well screened, well trained and clear on its boundaries.
- Keeps compliance and child safety records accurate and up to date.
- Is a trusted, approachable point of contact for volunteers.
- Recognises and escalates concerns promptly and appropriately.
- Maintains a roster that reliably covers Felix House and Street Angels shifts.
- Contributes to a positive, safe and values-aligned volunteer culture.
- Works effectively with Shift Managers, the Shift Lead, the Child Safety Officer and Holy Fools leadership.

## CHILD SAFETY

This role is covered by Holy Fools' Child Safety and Wellbeing Policy and Child Safety Code of Conduct. The Volunteer Manager plays a key role in embedding these obligations across the volunteer program: verifying WWCCs before volunteers commence, delivering or coordinating child safety induction, ensuring the applicable Codes of Conduct are signed by every volunteer, and reporting any concern, allegation or suspicion of child abuse or harm directly to the Child Safety Officer or CEO.

As with all Holy Fools personnel, the Volunteer Manager must never photograph or video a child without parental/guardian consent, never give gifts to children, and never initiate private or online contact with a child outside Holy Fools' programs.