Role Description

(Non-Manager)

Government of South Australia
Department for Environment and Water

Our purpose – Helping South Australians Conserve, Sustain and Prosper.

Role Title: Volunteer Coordinator	**Division:** National Parks and Public Lands
Classification Level: OPS3	**Branch/Unit:** Public Lands & Business Partnerships, Cleland Wildlife Park
CHRIS Position Number: M20828	**Reports to (Title):** Park Experience and Operations Manager, Cleland Wildlife Park

About the Agency – Department for Environment and Water

About the Role

This role is responsible for the delivery of a high-quality volunteer works program at Cleland Wildlife Park. The role plans and delivers work for volunteers in areas of maintenance, animal husbandry and visitor engagement as well as the organisation of Community Volunteer Programs.

Key Role Outcomes

- A high-quality volunteer engagement strategy encouraging and supporting volunteer participation in community-based projects at Cleland Wildlife Park is developed and implemented.
- The volunteer works program is developed, implemented and delivered in an effective and timely manner.
- Recruitment, assessment and training of volunteers is undertaken in line with best practice volunteer management principles.
- Groups or individual volunteers are supported, and partnerships are developed to deliver key work programs.
- Cleland Wildlife Park team members are provided with operational support to ensure volunteer involvement and park works program are delivered to a high standard.
- Volunteer contributions are monitored and evaluated in line with the works program.
- Suitable volunteer opportunities are developed, regularly reviewed and adapted to promote ongoing improvement and ensure active volunteer involvement.

Essential Criteria (including qualifications)

- Experience in planning and allocating a program of work.
- Ability to communicate clearly and effectively with a wide range of people.
- Strong written and verbal communication skills.
- Ability to prioritise workload and allocate time appropriately.
- Demonstrates an adaptable approach when interruptions or a change of direction occur, maintaining a focus on priorities.
- Ability to plan, prioritise, and manage multiple tasks efficiently.
- Demonstrates ability to work alone and be self-reliant.
- Experience in maintaining accurate records and preparing reports.

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- A current class “C” driver’s licence is essential.

Desirable Criteria

- Qualifications or training in volunteer management, community services, or a related field may be advantageous.
- A current First Aid certificate.

Key Relationships/Interactions

- Cleland Wildlife Park volunteers
- Cleland Wildlife Park staff
- Business and Visitation Support Officer
- Volunteer Programs and Community Partnerships business unit

Special Conditions

- May be required to participate in emergency preparedness, response and recovery activities required by government agencies.
- You must be an Australian citizen, permanent resident, or provide evidence that you hold a valid working visa that allows you to work in Australia.
- This role has been identified as a:
  Position of trust ☒ Prescribed position ☐ Not applicable ☐
  The following screening check(s) is/are required:
  - You will be required to provide a valid Nationally Coordinated Criminal History Check prior to being employed, which is required to be renewed every three years before expiry. DEW will cover the cost of renewal.
  - You will be required to provide a valid Department of Human Services Working with Children Check prior to being employed, which is required to be renewed every five years before expiry. DEW will cover the cost of renewal.
- Wearing a company uniform during working hours and/or when representing the department is mandatory.

Core Competencies	Elements	Behavioural Indicators
Shapes Strategic Thinking and Changes	• Thinking and Acting Strategically	• Raises potential options for consideration arising from research analysis. • Can identify and articulate potential issues and implications.
	• Leading and Influencing Change	• Communicates change positively and with commitment. • Is comfortable in integrating changes within own area of responsibility.
Achieves Results	• Making Decisions	• Ensures decisions taken abide by relevant legislation, regulations and policies. • Looks at information available and analyses key risks and benefits before making a decision.

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		• Knows when to seek further information, clarify issues or involve others in the decision-making process.
Drives Business Excellence	• Facilitating Quality and Continuous Improvement • Promoting Customer Service • Directing Resources	• Monitors and questions the effectiveness of existing practices within the team. • Gathers feedback from customers to assist in continually improving service delivery. • Acknowledges and responds positively to constructive feedback gained from customers. • Re-negotiates timeframes when unexpected issues arise.
Forges Relationships and Engages Others	• Influencing and Negotiating	• Effectively gains buy-in across a range of levels internally – upwards, sideways and downwards – and achieve positive outcomes. • Listens to others and acknowledges their views.
Exemplifies Personal Drive and Professionalism	• Displaying Flexibility and Resilience	• Is flexible in handling changing priorities. • Quickly regains focus in the face of unexpected setbacks.

Work Health and Safety

Contribute to workplace safety

- Accepts responsibility for own and others safety.
- Actively participates in consultation about work, health and safety issues.
- Identifies and reports hazards and identifies risk controls where appropriate.

Corporate Responsibilities

- Demonstrate appropriate and professional workplace behaviours that are in line with the Code of Ethics and the South Australian Public Sector Values.
- Maintain a commitment to Equal Employment Opportunity, Diversity, Ethical Conduct, and record keeping within legislative requirements, according to the principles of the *Public Sector Act 2009*.
- Exhibit and promote the behaviours in line with *The way we work* outlined in the DEW Corporate Plan.
- Actively participate in the Department's Performance Review and Development Program.
- Demonstrate appropriate and professional workplace behaviours that align closely with the White Ribbon message.
- Champion positive behaviours and conduct during all interactions with children and young people always adhering to the Child Safe Environment Policy and Procedure & Guideline.

Date Delegate approved original classification:	16 February 2017	Original Class method:	Full
Updated:	RD Update only	Date this version approved by delegate:	28 October 2026

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