

Job Description – National Volunteering Lead (3 days)

Job title	National Volunteering Lead
Team	Support and Care
Reports to	Manager, Support and Care
Direct reports	None but has responsibility for recruiting, onboarding, managing and offboarding volunteers
Key internal relationships	All staff
Key external relationships	Volunteers, university placement programs, corporate organisations
Budget accountability	None but contributes to expense forecasting for volunteer activities
Decision making	Exercises sound judgement within established frameworks, making day-to-day decisions within the scope of the role while escalating complex or strategic matters to the manager.
Date created/last reviewed	Created July 2025
Contract Timeframe	Ongoing

Who we are

Macular Disease Foundation Australia (MDFA) is a national charity with the purpose of reducing the impact of macular disease - the leading cause of blindness and severe vision loss in Australia. The 1.9 million people affected by macular disease in Australia are at the centre of the work we do.

Our purpose is to reduce the impact of macular disease through (i) supporting and caring for people living with macular disease; (ii) advocating on behalf of the community to government; (iii) funding research; and (iv) raising community awareness and promoting early detection of macular conditions.

At Macular Disease Foundation, we believe it's the sum of our parts – the great individuals who are in each role - that underpins our ability to achieve big goals as a small organisation. Meeting our targets is important but so is how we get to them. That's why we collectively commit to behaving in ways that demonstrate our values.

Kindness, caring and inclusivity
Together, we create an honest environment that allows us to notice, understand, and care for each other.

Accountability
Being responsible and owning our commitment to ourselves, our community, and our team.

Curiosity and learning
As an organisation, we acquire knowledge through study, experience, and teaching. We seek to explore new ideas to challenge the status quo.

Excellence and impact
We work to make a change and shape the future. We strive for high-quality service to achieve tangible improvements for people with macular disease.

Primary purpose of this role

The National Volunteering Lead is responsible for managing all aspects of volunteer engagement at MDFA including identification, recruitment, onboarding, management and offboarding. The role works closely with all areas of the organisation to apply best practice principles to volunteer management to create meaningful engagements both for the organisation and individuals.

Key Responsibilities	Core Functions
Volunteer management	<ul style="list-style-type: none"> • Provide advice and support to the Peer Support Lead and all team members in the development and implementation of all volunteering-engaging initiatives to grow organisational impact. • Collaborate with key internal stakeholders to deliver and manage the identification, recruitment, compliance, retention and recognition of volunteers. • Identify and implement training needs for volunteers, in collaboration with the Manager, Support and Care. • Establish and maintain connections to target recruitment e.g. university placements.
Creating and delivering a high-quality volunteer experience	<ul style="list-style-type: none"> • Provide practical support to staff in best-practice volunteer engagement. • Monitor tenure and performance to recognise volunteers. • Proactively address and manage escalated volunteer concerns and issues with support from the Manager, Support and Care. • Create and implement ways to keep volunteers engaged with MDFA, with a particular focus on those in other states. • Provide support to staff and volunteers in the event of conflict or poor performance. • Coordinate and participate in activities to build connection between staff and volunteers, and between volunteers. • Implement evaluation activities and integrate feedback for continuous improvement.
Records management and reporting	<ul style="list-style-type: none"> • Maintain records in Salesforce in compliance with established requirements. • Provide data and reporting on activities and impact to profile and recognise the contribution of volunteers.

Note: *Duties and responsibilities may vary over time depending on business needs*

Selection Criteria

Essential qualifications and skills

- Tertiary qualifications in social science, health or related field.
- At least three years' experience managing volunteers and volunteer-engaging programs.
- Working knowledge of best practice volunteer coordination.
- Well-developed interpersonal skills with the ability to communicate across all demographics.

- Demonstrated ability to engage with volunteers and other stakeholders nationally.
- Strong record keeping skills and effective use of data for reporting.
- Demonstrated proficiency with Microsoft 365 applications and experience using a CRM system to manage records and reporting.

Personal Attributes

- Passionate about the value of volunteering for organisations and individuals.
- Sensitivity to the motivations of volunteering and delivering feedback with care.
- Able to work independently and within a team environment.
- Able to give and receive feedback in a constructive and sensitive way with a focus on positive outcomes for the organisation and the community we serve.

Desirable

- Experience with Salesforce CRM.
- Experience in another for-purpose organisation.

NOTE: All applicants must be prepared to complete a national police check as a condition of their employment. All employees undergo a police check every five years during employment.

Macular Disease Foundation Australia is an equal opportunity employer that strives to act with integrity and to embrace diversity and inclusion in the workplace. All recruitment and promotion of employees will be based on merit regardless of sex, race, marital status, sexual orientation or religion. We aim to recruit a diverse range of people with a diverse range of talents to help us achieve our goals, including those with vision loss.