



Progress the game, so everyone can share in its heritage and possibilities.

Role Overview

Role Title	Volunteer Support Officer
People Leader	Volunteer Support Officer Lead
Team Members	N/A
Location	Vic (various)

Purpose – why this role is important

Volunteers are the lifeblood of community football; they are integral to the week-to-week operations of our game. The role of the **Volunteer Support Officer** is to help and support club volunteers across Victoria.

The role will work with Auskick, clubs, league and association volunteers (committees and boards) that participate in AFL Victoria affiliated competitions to support with the workload of volunteers and support those club volunteers performing key duties, to build self-sufficiency in clubs and associations.

The role aims to;

- Plan and deliver support initiatives that promote good governance in clubs whilst minimising volunteer strain
- Provide professional support for club volunteers (club committees/boards) in the delivery of their roles
- Support volunteers with education pieces by coordinating seminars and workshops centred around WWCC, Social Media usage, Respect and Responsibility, Racial Vilification, Cultural Awareness and other programs aligned with the type of voluntary roles in clubs.
- Provide advice and support to affiliated clubs with regards to “Club Help” to build self-sufficiency and capacity in clubs and associations
- Reduce the burden and workload of clubs identifying grant opportunities by researching and distributing available funding opportunities for affiliate clubs.
- Support clubs and associations with volunteer recruitment and retention
- Support to improve the administration of community football and customer experience for participants
- Look for opportunities to provide volunteers with meaningful up-skilling and professional development opportunities whilst taking a hands on approach to actively support clubs



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Day in the life – what you will be responsible for

Connect:

- Promoting strong working relationships with volunteer networks with a focus on supporting volunteer club and association leaders
- Development and maintain a database of accredited volunteers for competitions within your region that includes updated contact details and identifying high risk volunteer skill or role gaps
- Developing and driving volunteer support resources across all platforms of communication
- Key contact point for clubs in connecting them with the appropriate area of support (e.g., Facilities/Government)

Educate:

- Building a self-sufficient volunteer workforce that becomes familiar and reliant on the AFLs “Club Help” resource and ensuring volunteers understand the tools available within the resource
- Provide adequate training or upskilling pathways for volunteers at clubs and leagues utilising the Play HQ Database
- Assist Leagues and Clubs with Covid protocols and event framework applications
- Recommending tools for financial support, budgeting, and processing tools for salary cap and player points system management

Invest:

- Contribute to the creation of induction packs and online sessions to welcome volunteers to the new season
- Devising, implementing, and coordinating a Club Volunteer Development Strategy, consisting of volunteer support programs and activities
- Planning and delivering support initiatives which minimise volunteer strain such as identifying improved processes and efficiencies
- Recruitment and retention plans/strategies for volunteer roles (e.g., sports trainers) including hands on support (eg canteen rosters, flyers, social media support)
- Coordinating volunteer seminars and workshops centred around WWCC, Social Media usage, Respect and Responsibility, Racial Vilification and Cultural Awareness
- Document a set of standard procedures for clubs/associations to use to enable effective volunteer handover to ease volunteer transition and reduce dependency/disruption.
- Embed consistent plans, practices and tools across clubs and associations to ensure their ongoing self-sufficiency in performing key roles. Including working with at-risk clubs in establishing the appropriate structures to build out capacity for their ongoing sustainability.



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Reward:

- Identify opportunities to promote positive volunteer practices and volunteers
- Create reward and recognition opportunities such as regional awards, league awards and club awards recognising volunteer of the month etc
- Work with the volunteer project team to identify events and games specifically focussed on acknowledging volunteers

Learn:

- Working with Leagues/Associations on identifying key volunteer challenges to build into a targeted volunteer plan
- Planning and delivering support initiatives which minimise volunteer strain such as identifying improved processes and efficiencies
- Support the AFL Victoria leadership team with audit of governance practices across Victoria and development of improvement/transition plan for clubs/associations.

Must haves – what’s needed to help you be successful

- Knowledge and understanding of Australian Football in Victoria with experience in volunteering in community football
- Understanding of the Volunteer capacities of Community Clubs
- Highly developed communication and interpersonal skills, with high level of stakeholder management skills, especially negotiation
- Desire to establish or further a career in Sports Management
- Proficiency in use of computers, document presentation and of Microsoft applications which should include well developed word processing, spreadsheet and web-based skills such as Social Media
- Ability to build strong working relationships – internal and external
- Demonstrated personal initiative and ability to work effectively unsupervised whilst a member of a team
- Satisfactory “Working with Children” check or ability to obtain
- Current Driver’s Licence
- Experience volunteering

Enquiries and Applications

All enquiries and applications detailing relevant skills and resume to AFL Victoria, Volunteer Support Officer Lead, Gerard Ryan gerard.ryan@afl.com.au mobile 0408 563 980.



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