

June 2021

Position Description and Person Specification: Volunteer Co-ordinator

This role is a year-round position and forms part of a small team at Four Winds. The impact of this role is significant as it reaches and cares for a community of over 300 registered volunteers who are members of the community and give their discretionary time to support Four Winds' work.

This role focuses on community inclusiveness and connection. Through our volunteers we meet and know the community in which we exist and our deep relationship with our community is a part of what we do at Four Winds.

The Volunteer co-ordinator needs to love people, talking with people and developing relationships.

They need patience and to be meticulous in their preparation to ensure volunteers are clear about what's expected of them, when and for how long. Managing the expectations of our volunteers is a very important part of this role.

This role forms part of our Production Team working closely with the Producer and Assistant Producer of Festivals and Events.

Position Purpose:

To ensure all aspects of the Four Winds Festival and year-round events are serviced by Volunteers as required.

To manage Volunteers and volunteer team leaders.

Key Areas of Responsibility:

To ensure all volunteers

- Have a positive experience of giving their time to Four Winds.
- Are fully inducted about the Four Winds site and how this relates to their health, safety and welfare.
- Have easy access to the information they need to be an effective volunteer.
- Understand their roles and are enabled to carry these out to the very best of their ability.
- Have had appropriate induction and training, including ensuring familiarity with and implementation of policies, protocols and plans (eg Covid safe plan and emergency protocols)
- Are well managed and know who they can turn to for help and support.
- Receive any benefits Four Winds has committed to giving volunteers.
- Are cared for by Four Winds.
- Are fully appreciated and thanked for their efforts.
- Information is kept up to date on the Four Winds database (salesforce)/website.

Key Duties:

- Recruitment of volunteers for Four Winds events.
- Liaison and communication with all volunteers.
- Review and maintain volunteer database on an ongoing basis, production of reports as required.
- To agree and ensure a clear and defined structure of volunteer management.
- To define all volunteer roles and nodes of volunteers required for festivals and events.
- Create rotas for all Four Winds events but particularly the Easter Festival which can have up to 100 volunteers.
- Edit and maintain volunteer policy and manage distribution either physically or on-line as appropriate; ensure volunteers can easily access this information on an ongoing basis.
- Support the organisation of all aspects of volunteer events and functions.
- Manage ticketing for all volunteers.
- Printing of name tags for volunteers and other personnel as instructed.
- Support brochure/flyer distribution via volunteers particularly prior to the Festival.
- Support the creation and distribution of volunteer Welcome Packs, particularly for the Festival .
- Be in attendance at Four Winds events as a key point of contact for volunteers. This is a significant commitment over the Easter weekend.
- Ensure volunteer well-being by ensuring proper breaks are taken, protection from the sun, provision of a rest area, storage area for personal belongings and refreshments.

Key Working Relationships

Internal

Producer and Assistant Producer Festival and Events, Executive Director, Team Leaders & Volunteers
From time to time: Four Winds Board members who often volunteer.

External

Volunteers, the broader community as a source of volunteers.

Training/Qualification required:

Proven experience of working in a voluntary capacity (essential).

Proven experience of co-ordinating volunteers (essential).

Computer literate including word/excel/outlook.

Ability to learn Salesforce (the Four Winds Database).

Person Specification

- Really well organised – well in advance!
- Enjoys logistics/Excellent planning skills.
- Attention to detail.
- Patient and a problem solver.
- Leads by example with a positive outlook.
- Positive outlook - who remembers to thank and acknowledge the contribution of others.
- Excellent communicator, loves people and engaging with people.
- Willing to go the extra mile to keep a volunteer happy and on-side.
- Great team player.

Terms

- Willing to sign-up to and adhere to Four Winds acknowledgement, principles and values (appendix 1)
- Casual/part-time
- Paid by the hour on receipt of invoice. Hourly rate: \$30 per hour plus super
- Generally, one day per fortnight – building in the first part of each Year to full-time leading into the Festival (Easter) – a total of 46 days per year – this is to include attendance at Festivals and Events
- Place of work: Four Winds site Barragga Bay, or Four Winds office in Bermagui. Remote working possible but physical attendance required for all events/festivals as required.

Appendix 1

Acknowledgement

We acknowledge that Four Winds work takes place on and our site is situated in Djiringanj Aboriginal country.

We recognise that the Djiringanj people are and have been instrumental in caring for this country for tens of thousands of years.

We thank them because without their care we would not have this place to enjoy and draw creative inspiration from and an exquisite place in which to create, perform and receive the gift of music and art.

Four Winds looks forward to working together with the people of the Yuin Nation well into the future.

Four Winds Purpose

The purpose of Four Winds is to provide a natural home for music, where the creation and performance of music fires the imagination, enriches lives and encourages active participation.

Our artistic vision is to enrich people's lives through music. We engage with artists who are motivated by music as a transformational force and who provoke us to reflect on and engage with the issues of our time.

Our place informs our work. 'Nature's Concert Hall' is located in Djiringanj Aboriginal country and is deeply connected to the community. It is inspirational for artists, audiences and participants not only because it creates an exquisite setting for engaging with music but also brings the importance of nature in creativity to the fore.

Our culture is characterised by innovation, quality, thoughtfulness and the importance of relationships.

Our principles inform our decision making:

We are bold:

- In everything we do we listen for the radical voice. We offer courageous artists an exquisite natural home in which to be adventurous, to take risks, create, express and share their music. We look for every opportunity to use music and our program to positively impact people's lives.

We fire the imagination:

- We strive to be innovative and creative in everything we do. We celebrate the power of experiencing and taking part in live performances but embrace new ways of sharing our work and ideas virtually to enhance our reach and maximise our impact. Locally loved and globally admired.



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We care:

- We acknowledge the traditional owners of the land the Djiringany people of the Yuin nation. Quality matters to us and informs all we do. We care deeply about the quality of our relationships and operate on the basis of openness, truth and trust. We are thoughtful and strive to add beauty regardless of the scale of the task. We are mindful of the fact that the smallest gesture can make a lasting positive impact.

Nature's Concert Hall:

- In caring for and understanding the Four Winds site we seek to enhance its intrinsic natural beauty as a place of contemplation and inspiration. We learn from our site and the connection to Country it can inspire. It informs our commitment to the natural environment and is an important source of creative inspiration for all who engage with it.

We are independent:

- Independence is important to us. We seek diverse income streams to create the freedom to pursue our artistic agenda. We are enterprising, recognising the importance of the balance between entrepreneurial activity, robust financial management and positive and creative outcomes.

We are one team:

- We work as one team toward shared goals. We are willing to be held accountable and have tough conversations. We are respectful and open to other views. We celebrate our success and have fun.

We have high expectations of our colleagues and suppliers:

- Ambitious for professional growth; both personal and for the organisation
- Ambitious outlook; to embrace local, national and international possibilities with equal vigour and enthusiasm, building new partnerships and creating new possibilities; reflecting that Four Winds is an international arts organisation based in a rural context.
- Committed to care, quality, accuracy and to continuous improvement through review and learning - in order to deliver the very best in all areas of our work.
- Leaders - willing to take the lead, to be proactive and brave.
- Willing to take responsibility and be accountable with the aim of ensuring everything is the very best it can be - and that colleagues are the best they can be. Leading by example through actions
- Team Players – to be part of a small team where, at times, everyone has to willingly and enthusiastically muck-in regardless of their job title.
- To be a great communicator, bring positivity to the workplace and to challenge colleagues appropriately with the intention of being supportive and constructive at all times.
- Great ambassadors for the organisation and all it stands for, particularly its purpose and principles
- To be committed to building and/or contributing to relationships with all our communities and stakeholders to support growth; from policy makers to funders and donors, from audience members to workshop participants, from the Board and colleagues (inside and beyond the organisation)