

## Position description

<b>Title</b>	Volunteer and Data Coordinator
<b>Team</b>	Counterpart
<b>Work location</b>	Level 8, 255 Bourke St, Melbourne
<b>Employment type</b>	Part-time (FTE 0.7)
<b>Classification</b>	WHV Enterprise Agreement 2025 SACS Level 5.3
<b>Position reports to</b>	Peer Support Lead (Counterpart)
<b>Direct Reports</b>	Nil
<b>Indirect Reports</b>	Nil

### 1. Role Purpose

The Volunteer and Data Coordinator leads the coordination and management of the Counterpart Peer Support Volunteers, including the Peer Support Hubs, Bridge of Support hospital program, and events and regional wellbeing days.

Working closely with the Peer Support team, the role supports delivery of a high-quality and innovative peer support service for women and gender diverse people living with cancer across Victoria.

The role also coordinates data collection, analysis and reporting to implement Counterpart's Monitoring, Evaluation and Learning framework. This includes identifying service insights, assessing program performance to inform continuous improvement and informing strategic program priorities.

### 2. Key responsibilities

- 2.1 Lead day-to-day management of the Counterpart volunteers including rostering, support, performance management, professional development, and recruitment and induction.
- 2.2 Promote inclusive volunteering practices to respond to the unique service seeking needs of priority populations.
- 2.3 Contribute to the effective planning and delivery of key Counterpart programs, supporting accessible, responsive and well-coordinated services across metropolitan and regional settings. This includes travelling regionally as required.
- 2.4 Develop and maintain strong relationships with key stakeholders including hospitals and health organisations to support program delivery and raise awareness of Counterpart services, increase referrals and build opportunities for collaboration.
- 2.5 Ensure accurate and consistent data collection, reporting and system administration (including Community Data Solutions and Better Impact) supported by up-to-date user resources. Deliver training with Counterpart staff and volunteers on the data systems.
- 2.6 Contribute to the effective design and implementation of the Monitoring, Evaluation and Learning framework (including quantitative and qualitative analysis) to enable robust assessment of program performance, outcomes and impact.
- 2.7 Contribute to broader Counterpart team activities, including service evaluation, improvement and promotion.
- 2.8 Communicate effectively, share information, and work cooperatively with team members to contribute to the achievement of individual, team, and organisational goals.

- 2.9 Foster a safe and healthy workplace by adhering to health and safety policies and procedures and contributing to a culture of wellbeing and inclusion.

### **3. Organisational relationships**

#### **Internal**

Works closely with the Counterpart team, Counterpart Peer Support Volunteers, Evidence and Capacity Building team, Advocacy and Communications team.

#### **External**

Service users; cancer support services, groups and providers; health professionals, health and community sector organisations and hospitals.

### **4. Selection criteria**

#### **Qualifications**

- 4.1 Tertiary qualification in a relevant discipline such as health, community services, social work (preferred), or equivalent work experience.

#### **Work experience**

- 4.2 Minimum five years' experience working in volunteer coordination, service implementation, and evaluation with a focus on diverse communities in the health and community sector.
- 4.3 Experience building and maintaining effective stakeholder relationships and partnerships.
- 4.4 Experience in or knowledge of the cancer sector (preferred).

#### **Skills and competencies**

- 4.5 Excellent interpersonal skills with the ability to build relationships with diverse stakeholders.
- 4.6 Strong ability to manage competing priorities and adapt to changing service needs.
- 4.7 Competence in using case management software (e.g. Community Data Solutions) and volunteer management systems (e.g. Better Impact).
- 4.8 Demonstrated ability to deliver and evaluate inclusive, accessible, consumer-centered services tailored to the needs of diverse women and gender diverse people.

#### **Approved:**

Sally Hasler, Chief Executive Officer

**Date: 3 June 2026**

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*WHV values diversity and aims to attract and retain the best talent that reflects a variety of perspectives and experiences. We welcome applications from people of all ages, disability, ethnicity, family and caring responsibilities, gender, religion, sexual orientation and cultures including people of Aboriginal and/or Torres Strait Island heritage.*