



## Position description

<b>Position title:</b>	Volunteer Support Officer
<b>Reports to:</b>	Senior Manager Helpline Services & Volunteer Support
<b>Date updated:</b>	January 2026

## About the role

Under the supervision of the Senior Manager Volunteer Support, this position coordinates and supports ABA's volunteer programs. The Volunteer Support Officer ensures volunteers are well supported, resourced, engaged, and recognised. The role helps build a motivated and sustainable volunteer base, maximising participation, improving retention, and reducing attrition. Responsibilities include maintaining accurate volunteer records, monitoring engagement, responding to volunteer queries, and supporting the continuous improvement of volunteer systems and processes. The position also proactively identifies practical solutions to address challenges and meet organisational and funding requirements.

## Key responsibilities

<b>Volunteer program coordination and support</b>	<ul style="list-style-type: none"><li>• Coordinate, review and contribute to the development of volunteer programs, policies, procedures and resources to achieve program objectives and support a fulfilling volunteer experience.</li><li>• Identify challenges or inefficiencies within volunteer programs and processes and implement practical solutions to improve outcomes and effectiveness.</li><li>• Support initiatives to increase and strengthen volunteer program outcomes, including participation, engagement, retention and recognition strategies to foster a motivated, valued and sustainable volunteer base.</li></ul>
<b>Volunteer engagement, support and communication</b>	<ul style="list-style-type: none"><li>• Ensure volunteers are equipped with timely inductions, access to necessary support and materials, enhancing their engagement and ability to participate effectively.</li><li>• Respond promptly and clearly to queries, providing guidance and support and problem-solving to address challenges or conflicts and maintain a positive volunteer experience.</li><li>• Provide support outside of hours, including occasional evenings and weekends to effectively meet program needs.</li><li>• Ensure all volunteers receive timely, clear, and professional communication regarding policies, procedures, updates, and ongoing education.</li></ul>
<b>Data management and reporting</b>	<ul style="list-style-type: none"><li>• Collect, validate and maintain data relating to volunteer participation, engagement and retention, ensuring data integrity and accessibility.</li><li>• Analyse and report on volunteer trends, delivering accurate and timely insights to support decision-making, program effectiveness, compliance and continuous improvement.</li></ul>
<b>Stakeholder communication</b>	<b>Internal</b> <ul style="list-style-type: none"><li>• Senior Manager Helpline Services &amp; Volunteer Support</li></ul>

	<ul style="list-style-type: none"> <li>• Breastfeeding Helpline Services team</li> <li>• ABA volunteers including trainees, breastfeeding counsellors and breastfeeding educators and other volunteer members</li> </ul>
<b>Other organisational responsibilities</b>	<ul style="list-style-type: none"> <li>• Adhere to the Australian Breastfeeding Association's policy framework</li> <li>• Take responsibility for reaching key performance indicators, share best practice ideas and support other team members to reach their individual and team goals.</li> <li>• Contribute to projects and initiatives as needed to achieve organisational goals and objectives</li> <li>• Work as a cooperative team member, contributing to a motivating environment and participating in staff review and development programs.</li> </ul>

## Success profile

<b>Qualifications</b>	<p><b>Required</b></p> <ul style="list-style-type: none"> <li>• Relevant qualification (eg: volunteer management, coordination of Volunteer Programs, social work, community services) with at least 1 year experience</li> <li>OR</li> <li>• 3 years plus of previous experience in a similar role</li> </ul>
<b>Experience</b>	<p><b>Required</b></p> <ul style="list-style-type: none"> <li>• Proven experience in coordinating and supporting volunteer programs, with a record of providing high-quality, responsive and supportive engagement to volunteers.</li> <li>• Experience supporting volunteer engagement, retention, and recognition initiatives to foster a motivated and sustainable volunteer base.</li> <li>• Experience contributing to the development, implementation, and continuous improvement of volunteer programs, policies and resources.</li> <li>• Proven experience building and maintaining productive relationships with a broad range of stakeholders.</li> </ul>
<b>Knowledge</b>	<p><b>Required</b></p> <ul style="list-style-type: none"> <li>• Proficiency with Microsoft Office applications and database systems.</li> </ul> <p><b>Highly desired</b></p> <ul style="list-style-type: none"> <li>• Awareness of the Australian Breastfeeding Associations' services, programs and volunteer workforce.</li> </ul>
<b>Skills</b>	<p><b>Required</b></p> <ul style="list-style-type: none"> <li>• Strong organisational and time management skills, with the ability to prioritise and manage competing tasks efficiently whilst adapting to changing circumstances.</li> <li>• Ability to identify challenges, propose practical solutions and implement improvements independently.</li> <li>• Excellent written and verbal communication skills to interact clearly and professionally with volunteers and staff.</li> <li>• Attention to detail particularly in record keeping, data entry and compliance with reporting requirements.</li> </ul>



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|  | <ul style="list-style-type: none"><li>• Ability to work independently with minimal supervision while contributing to a team environment.</li></ul> |
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It should be noted that position descriptions may be reviewed and changed at any time.

### Revision history

Revision	Date	Description of modifications
V1	June 2020	Original
V2	September 2021	Minor revision
V3	June 2025	Updated and transferred to revised template
V4	January 2026	Updated and transferred to revised template