VCE Summer School 2024 Role Description

Volunteer Operations Coordinator

The Operations Coordinator directs and manages the Operations Team to assist with the logistics and administration of the program. They prepare and maintain key program functions, including the Operations Help Desk, attendance, venue and timetabling, one-on-one tutoring and guided private study. Applicants should have practiced organisation, task-delegation and problem-solving skills, and the ability to work under pressure in a team environment. More competitive applicants will have experience managing a team or an excellent understanding of the operational requirements of VCESS.

This role must be held alongside the Subject Tutor role, as described in the Volunteer Subject Tutor Role Description.

Title	Volunteer Operations Coordinator
Number of positions	1-2
Desirable Attributes	• Coordination and teamwork, including task prioritisation and delegation • Initiative and problem-solving skills • Attention to detail
Skills Developed in this Role	• Planning and management of logistics systems • Service and communication for diverse stakeholders • Volunteer and project management

Main duties and responsibilities	In addition to the responsibilities of the Operations Team Member, the Operations Coordinator is required to:
	
	Before the program:
	• Engage in training run by the Directors (about 3 hours over September to December).
	• Develop and run training for the Operations team (about 5 hours over October to December).
	• Meet with Directors to share plans and progress (at least 5 hours between October and January).
	• Create and share a roster for all functional areas of the Operations team, including a roster for the Operations Help Desk and delivery of the program feedback survey (early December).
	• Plan and deliver logistics and service support at Tutor Refresher Day (5 January)
	    o Prepare the Operations Help Desk for the program.
	    o Assist tutors and students with enquiries.
	    o Distribute materials to tutors and students.

	o Supervise and guide the Operations team.
	• With guidance from the Directors, plan and deliver the abovementioned program systems.
	
	During the program:
	• Have overall responsibility for the running and management of the Operations team.
	    o Coordinate and support the Operations team in all their duties, including being adaptable when issues arise.
	    o Prioritise and delegate tasks within the Operations team.
	    o Streamline the collection of availabilities from Operation team members to effectively prepare the Operations roster.
	    o Organise morning briefings as necessary, and afternoon debriefs each day.
	    o Implement and enforce set processes and procedures at the beginning of each day to ensure efficient setup and running of the Operations Help Desk.
	    o Inform the Directors of any major issues, trends or to refer issues where more assistance is required.
	• Maintain and evaluate the program's logistical and administrative systems.
	
	After the program:
	• Attend a debrief meeting organised by the Directors to share reflections on the program and Operations team (2 hours).

Reporting to	Directors

Time Commitment

Before the program, the Operations Coordinator is expected to organise training and planning sessions with the Operations Team over October and December. They are also required to meet with the Directors for training over September and December. The pre-program time commitment for these responsibilities is expected to be 25-30 hours.

The Operations Coordinator is overall responsible for running and managing the Operations Team. The on-program time commitment for this role is expected to be about 40 hours.

After the program, the Operations Coordinator must attend a 2-hour debrief meeting with the Director to share their reflections on the program.

Volunteering in this role addresses educational disadvantage and empowers University students by building interpersonal and professional skills. The VCESS program develops volunteer confidence and expertise, fosters positive and constructive partnerships, and increases UMSU visibility and recognition, which contributes to UMSU's Strategic Goals.

Benefits Common to all Roles

- Opportunity to support younger students experiencing educational disadvantage.
- Training in teaching strategies, inclusion and child safety.
- Development of communication, collaboration and time management skills.
- Access to VCESS social activities, before and during program.
- Experience working with diverse people and new connections with participants.

Responsibilities Common to all Roles

All volunteers fulfil the responsibilities of a VCESS Subject Tutor alongside any other roles, as per the Volunteer Subject Tutor Role Description. Additionally, they must:

Engage positively and appropriately with students, including:
- Be a mentor (both personally and academically) to students whilst maintaining a level of professionalism appropriate to the program.
- Communicate concerns about students' progress or welfare to the Welfare Team, Residential Coordinator and Directors as appropriate.
- Be committed to promoting an inclusive and welcoming environment within the VCESS community for all students and tutors.
- Hold a current and valid Working With Children Check, sign the relevant indemnity form and agree with all terms and conditions stated therein by the commencement of the program.

Prepare adequately for program commitments, including:
- Complete any required training for your roles, including compulsory tutor training in December, or organise an alternative with Program Directors.
- Notify the Program Directors of any changes to your availability to volunteer.
- Notify the Program Directors of any changes to personal circumstances which may impact your ability to perform the role safely.

Follow program rules and procedures, including:
- The UMSU Acceptable Conduct, Child Safety and Volunteering Policies; and the VCESS Tutor Code of Conduct.
- Ensure that students follow the rules of the program.
- Assist in the event of an unforeseen emergency.