

Volunteer Role Description

Community Consultant

Leadership Category	Grade 1 of 4 (Researching, Supporting)
Reporting Line	Interns, Administrators & Junior Specialists
Agreement Term	Reports to Managers Supervised by Coordinators Unpaid at 1 (flexible) day per week 10 weeks

Who we are

Communitier (CT) is a social enterprise with a mission to connect, engage and mobilise volunteers to tackle complex social issues. We're an aggregator, and we facilitate collaboration between government, corporate, education and community sectors to amplify their collective impact.

We are purposeful and pragmatic people who practise what we preach. We care deeply about other people, our community, and the environment we live in. Our organisational values are agency, equality, humanity, integrity and solidarity.

Pivoting through the challenging social and economic environment of the pandemic, we have emerged stronger with a new structure, a more diversified revenue stream and deeper customer engagements. We've also obtained substantial funding from contracts with the Department of Social Services and Study NSW that will accelerate our ability to achieve our vision whilst piloting new initiatives and validating new markets.

The Role

This role will work closely with volunteer-involving-organisation (VIO) clients to propose solutions for key strategic challenges of these organisations. This role's focus is on learning about the VIO clients' business challenges and needs, then translating them into volunteering opportunities to be uploaded for skilled volunteers to tackle and amplify the VIOs impact.

Your consulting will be key to ensuring a good user experience for VIOs to seek help in building their capacity, optimising their processes or long-term sustainability, and ultimately upskilling the sector and building awareness of VIOs for large-scale impact.

Responsibilities

- Identify key stakeholders and contact details in target organisations;
- Conduct pre-consultation qualitative research of the target market organisation to learn about their business challenges, current market position, and technologies to identify business needs;
- Interview the VIO point of contact (Volunteer Manager, Corporate Partnership Manager, CEO) to define strategic challenges and hypothesise problem solutions;
- Consolidate findings to shortlist potential projects and roles for VIO to partner with corporate or student volunteers on the Communteer platform;
- Work closely with CT project teams to develop and present the project plan to the VIO to implement the recommended changes;
- Support our VIO sector development initiatives through progressing our leads through the acquisition pipeline, and ensuring a smooth transition to facilitate volunteering;
- Develop an approach for Communteer to manage and sustain relationships with the VIOs.

Competencies

Experience: **Some relevant** education and/or similar work experience

- Studying or training in Master of Business Administration (MBA) or majors in economics, finance, management, accounting, marketing;
- Previous experience in consulting or customer service in the not-for-profit sector;
- Problem solving & decision-making skills to probe clients for required information, identify strategic gaps and have useful recommendations;
- Use of a structured approach to evaluate the problem, generate ideas, and select best options for implementation;
- Make recommendations based on risk analysis and priorities of the VIOs;
- Demonstrate clear understanding of implications for different courses of action.

Project **delivery**

- Developing knowledge of work practices and projects;
- Ability to handle multiple VIO clients at once;
- Strong interpersonal and communication skills, with the ability to work effectively with other internal teams to create impact.

Communication

- Ability to **collaborate with** Administrators and Interns;
- Ability to **report** information back to Coordinators, Liaisons, Officers and Managers.

Specialisations

This position is for those who have completed the Sector Researcher Internship at CT or have completed a relevant (MBA) consulting program.

Skilled volunteering is an unpaid opportunity for students and graduates to hone their practice and to experience a work environment over a minimum 10-week period. Skilled volunteers have access

to the same benefits as interns, however, unlike interns, will be asked to work more autonomously and in accordance with the availability of VIO stakeholders.

Career progression and development discussions are a regular agenda item between you and your line manager. In addition, the organisational chart is regularly reviewed, updated and communicated internally to show upcoming vacancies and new roles to match the growth of the organisation.

KPIs are set with your line manager on a quarterly basis.

Internship Program Overview

Communiter internships are one-of-a-kind and highly rewarding to those who give it their all. Our most important asset is our people. Being a purpose-led organisation with a young workforce, we have a supportive tight-knit culture that comes from the passion in doing something greater for the world. Being a values-driven team, we run both external and internal campaigns to act on our care about people, the community and the environment we live in.

As we are currently in a transition phase from start-up to scale-up, we move fast, and our interns are absolutely part of that journey. We know that this journey isn't for everyone, thus at one-third of the way into every internship, we will check in to ensure there is a good mutual fit between us.

What do you give -> What do you get?

Successful completion of the internship	Pathway to employment A reference from us to improve your employability & potential career opportunities at Communiter
Application of technical skills	Development of technical skills An internal expert or external mentor to guide you professionally
Engage in the workplace culture, including commitment to minimum at-office hours	Development of soft skills Structured education, ie. group workshops and 1-on-1 sessions on 'how' to work and be the owner of your scope of work with real impact
Willingness to learn and immerse yourself in your team	Swift and structured induction month 1-week induction schedule followed by 2-3 weeks of shadowing and functional work, with progressive responsibilities allowing you to prove yourself and achieve according to your ambition
Transparent communication about your progress, to what extent this internship is prioritised in your	Mutual relationship of being taken seriously Resources invested for your success & genuine

schedule and whether it aligns with your goals	respect given to you from day 1 as the owner of your role
Fail fast, fail often approach	Upfront and constructive feedback Honest observations and assessment on how you are doing, what your strengths and weaknesses are
Hunger and curiosity for more, a go-getter attitude	Richer opportunities Referrals and direct introductions to our connections & entry to more opportunities within your team and across the organisation

Relationships

- Reports to: Partnerships Manager
- Supervised by: Community Engagement Liaison (VIOs)
- Works with: Functional team: Community
- Collaborates with: Community Builders, Event Administrator

Grade 1 Leadership Autonomy

- Work with stakeholders on designated activities as a Community team member on a day-to-day basis;
- Ability to undertake routine activities with basic skills and knowledge;
- Exercise initiative in the application of established work procedures;
- Support the planning and production of activities within a clearly defined area of Community;
- Provide ad-hoc support and assistance to senior team members.