



Australian Business Volunteers

## POSITION DESCRIPTION AND SELECTION CRITERIA

Position title:	Program Facilitator (Corporate)
Position type:	Part-time; hourly rate (12-month contract)
Current position holder:	None
Department:	Engagement
Location:	Melbourne
Reporting to:	Program Director, Volunteering Partnerships
Supervisory role:	No
Liases with:	<p>Internal</p> <ul style="list-style-type: none"><li>• Program Director/s</li><li>• Program Management Office</li></ul> <p>External</p> <ul style="list-style-type: none"><li>• Corporate partners and employees</li><li>• Not for profit / for purpose organisations</li><li>• Program partners</li><li>• Suppliers</li></ul>

## PRIMARY OBJECTIVES OF THE POSITION

The Program Facilitator (Corporate) will plan, prepare and successfully deliver immersive skilled volunteering group projects [Immersion] for ABV's corporate clients with identified community partners; following a clearly defined process and ensuring value is delivered for the participants, community organisations and corporate partner.

## KEY RESPONSIBILITIES AND DUTIES OF THE POSITION

- Develop a detailed participant scope of work with the community partner, aligned to the skill sets of the corporate client's employees, ensuring it is clearly defined and feasible to deliver on within a short timeframe.
- Recruit, select and prepare corporate client employee skilled volunteer team including preparation of recruitment materials, communication, and onboarding.
- Coordinate the immersion activities from beginning to end, including management of logistics, compliance paperwork and communication with all stakeholders, ensuring clarity around the process, next steps, and engagement expectations.
- Act as a guide and coach for the volunteer project team and community partner throughout the immersion sessions (pre, during and post), following a clearly defined ABV immersion

process to deliver a realistic, valuable outcome for the community partner, and an enjoyable learning experience for employees.

- Media and promotions – ensure social media guidelines are prepared and agreed with the community partner, shared with participants and any relevant media noted and saved.
  - With consent, take screenshots and in person photos, create social media posts and provide to ABV's Communications person.
- Identify, manage and mitigate risks to ABV's programs and partnerships
- Support the effective monitoring and evaluation of facilitated workshops
- Prepare effective, insightful reports to tell the story of ABV's impact and work with Program and Communications and Marketing team to disseminate these effectively
- Other coordination and facilitation duties as required by line manager

## ACCOUNTABILITIES

- Act as key relationship holder for community partners through the immersion, ensuring delivery of agreed key outcomes.
- Deliver immersion program activities and agreed outcomes in line with the program approach, design, and mapped processes.
- Manage and report on program expenditure and forecasts specific to the immersion program being delivered.
- Escalate issues as required to Program Director.

## KEY PERFORMANCE INDICATORS

- Consistent provision of professional, high-quality services as measured by:
  - Smooth coordination of all logistics
  - Facilitation of all immersion sessions undertaken in line with principles and ethos of ABV's immersion program
  - Relevant and valuable outputs delivered for community partner, employees and corporate client
  - Relationships with all key stakeholders managed to a high standard with positive feedback received from all
  - Immersion experience for corporate participants receive a Net Promoter Score above +50
- Timely and accurate regular updates and project reports per reporting schedule agreed with Program Director.
- Compliance with all ABV policies and procedures.

## BUDGET AUTHORITY

- Manage allocated budget within <5%

## SELECTION CRITERIA

### Essential Requirements

- Minimum 3 years' experience in workshop and/or group facilitation.
- Diversity of experience in the not-for-profit sector (domestic or international) operationally and in terms of governance, programming etc, preferred.
- Highly organised and planned, with strong attention to detail and follow up
- Highly developed workshop coordination skills and experience.
- Excellent relationship building and interpersonal skills, including verbal and written communication.
- Comfortable with guiding from behind – allowing a group to form, structure their activities and arrive at a solution organically.



- Comfortable working online and competent in use of online collaboration and project management tools.

I have read the above Position Description and it has been fully explained to me by my manager/supervisor. I understand that I may, on occasion, be required to perform tasks not stated above. I clearly understand the role and its expectations.

<b>Position Incumbent:</b>	<b>Name</b> _____ <b>Date</b> ___/___/___
	<b>Signature</b> _____
<b>Manager /Supervisor:</b>	<b>Name</b> _____ <b>Date</b> ___/___/___
	<b>Signature</b> _____
<b>CEO</b>	<b>Name</b> _____ <b>Date</b> ___/___/___
	<b>Signature</b> _____