

## JOY Media

Victorian Pride Centre Level 1, 79-81 Fitzroy St  
St Kilda, VIC 3182

T 03 9267 6000

Social @joy949

Web joy.org.au



**Position Description:** Volunteer Coordinator

**Reports to:** CEO

**Status:** Part-Time Volunteering Role (8-12 Hours Per Week)

**Location:** Level 1, Victorian Pride Centre, 79-81 Fitzroy Street, St Kilda, Vic, 3182

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### About JOY

JOY Media is Australia's LGBTIQ+ community media organisation, listed on the Australian Charities and Not-for-Profit Commission Register, dedicated to fostering a more inclusive society.

Our mission is to amplify diverse voices, reduce isolation and celebrate the rich culture and achievements of the rainbow community. We engage audiences through JOY 94.9 Radio (on FM, DAB+ and the JOY App), as well as our online livestreams and podcasts, accessible 24/7 at joy.org.au.

Based in St Kilda, our small team of paid staff and dedicated volunteers collaborate to deliver engaging news, information, music and entertainment to our rainbow community and allies.

### Our Values

- **Joyous:** Celebrating diversity.
- **Inclusive:** Fostering a safe and welcoming environment for all.
- **Courageous:** Empowering change through storytelling and advocacy.

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At JOY, we are proudly a volunteer-driven organisation and we are seeking a passionate **Volunteer Coordinator** to join our team and play a vital role in supporting and growing our volunteer base.

This position plays a key role in the volunteer experience ensuring alignment with JOY's mission, values and operational needs of our creative team at JOY Melbourne.

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### Is this you?

- **Behind the scenes** is where you shine, ensuring everything runs smoothly.
- You **thrive** on managing systems, **spreadsheets** and **databases**.
- Strong knowledge of **MS Office** and maybe even CRM tools like **Salesforce**.

- You're an **effective communicator**, with excellent **written, verbal** and **interpersonal** skills.
- You're seeking a **regular role** where you can truly make a difference and take ownership of your work.
- You're a **team player** who brings initiative and energy to the table.
- You're skilled at **multitasking** - managing and prioritising several projects efficiently with an attention to detail.
- Your **organisation skills** are second to none. You can keep everything running smoothly.
- You're passionate about supporting the **LGBTIQA+ community** and aligning with JOY's mission to foster an inclusive, welcoming space.

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### What's in it for you?

- **Dynamic Work Environment:** Be part of a collaborative and passionate team.
- **Growth Opportunities:** Gain insight into all areas of the organisation and influence the future of our volunteer program.
- **Make an Impact:** See tangible results from your work and contribute to meaningful change.
- **Work/Life Balance:** Enjoy flexibility in your role, supporting a healthy work-life balance.

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### What will I be doing?

- **Volunteer Management:** Keep volunteer records up to date and ensure a smooth onboarding process for new volunteers.
- **Support & Communication:** Answer volunteer inquiries and provide ongoing support to volunteers and team leaders.
- **Volunteer Engagement:** Facilitate regular meetings and feedback sessions to ensure volunteers feel valued and connected to JOY.
- **Training & Induction:** Conduct volunteer inductions and provide ongoing training, including refresher sessions to maintain JOY's culture and values.
- **Administrative Duties:** Maintain volunteer databases, manage communications via email and database and ensure records are accurate.
- **Team Collaboration:** Attend team meetings and contribute to ongoing discussions about volunteer needs and improvements.

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### Additional Requirements:

- All position holders at JOY are required to perform their duties in accordance with JOY Melbourne's current policies and procedures and comply with relevant ACMA and CBAA guidelines.
- Ensure a commitment to maintaining a healthy, safe and environmentally responsible workplace.

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### **Work/Life Balance**

At JOY we understand the importance of work/life balance.

We promote a supportive environment that encourages flexibility and well-being, ensuring our team can thrive both personally and professionally.

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### **Application Process**

If you are passionate about supporting our volunteers and making a positive impact within the LGBTIQ+ community, we would love to hear from you!

All applications to include a CV and a cover letter addressing the key selection criteria, along with referees (who will not be contacted without your prior consent) to:

[ceo@joy.org.au](mailto:ceo@joy.org.au)

Only successful applicants will be contacted and invited to an interview.

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**Join us at JOY and become part of a team that is dedicated to celebrating diversity and fostering an inclusive community while valuing your work/life balance!**