



Position Description – VolunTIA Liaison Officer

Working together with young people through the transition from state care into independence, because we believe that they deserve a chance to show the world their potential.

Who We Are

TIA is an Australian based non-profit organisation that works in Bolivia, South America. We work together with young people through their transition from state care into independence; empowering them to become thriving members of society and create brighter futures for themselves through

Since our founding in February 2009, we have grown significantly in size and impact, developing and collaborating on several projects in the Bolivian community focused on empowering youth. TIA Australia has had many amazing volunTIAs contributing to making our work a reality, and has been entirely volunteer-led since its foundation.

Overview

The Volunteer Liaison Officer is responsible for communicating, building rapport and assessing needs of all volunteers on a regular basis to ensure that all volunteers are feeling confident and satisfied in their roles within TIA. Key responsibilities of this role include maintaining communications with all volunteers within TIA, provide support in convening meetings, organizing and planning the social calendar and events, recruitment, volunteer reviews, and other activities within the Volunteer Services Team.

Position Details

Reports to: Volunteer Coordinator

Probationary Period: 6 months

Time Commitment: This position is an ongoing shared role, and time commitment is expected to be 5-10 hours per week, including regular meetings with the Executive Team and as required, and a minimum attendance of twice yearly at TIA General Meetings that run quarterly.

Key Responsibilities

- Build rapport and maintain regular correspondence with all TIA volunteers including bi-annual in-person volunteer updates
- Work closely with the Volunteer Coordinator on any potential issues or conflicts that may arise for volunteers and taking necessary steps to resolve them
- Support coordination of TIA General Meetings and Volunteer Services Team initiatives
- Ensuring the Volunteer Services Team presence and support for relevant TIA initiatives such as TIA General Meetings, fundraising events, and on TIA online workspace
- Assist the Volunteer Coordinator in conducting reviews with all volunteers
- Regular reporting to the Volunteer Coordinator and when necessary on all volunteer related issues, activities, and initiatives

- Support volunteer needs assessment and organisation development i.e assist in monitoring potential training, scholarship, conference and personal development opportunities
- Provide input to the Volunteer Services Team's strategic planning and development
- Organize and monitor a Volunteer Social Calendar to provide regular opportunities for TIA volunteers to build relationships, comradely and connection to one another
- Regularly provide positive feedback and reward opportunities for volunteers, including drafting Certificates of Appreciation, and a volunteer appreciation night
- Other duties as required by the Volunteer Services Team

Desired Skills and Characteristics

- Approachable, open and friendly manner
- Excellent written and oral communication skills
- Strong interpersonal skills
- Exceptional organisation skills
- High standard of confidentiality, professionalism and customer service
- Experience and training in human resource management ideal but not essential
- Proactive and ability to take initiative
- Conflict resolution skills
- A commitment to upholding the vision of TIA and a passion for making a difference!

What You Get

- Valuable experience and transferable skills that can be used in future employment
- Fantastic opportunity working with a growing Non Governmental Organisation (NGO) in the non-profit sector
- Insight into International Aid and Development NGO's structures and procedures
- Training and professional development opportunities
- The opportunity to work within a group of like-minded individuals
- Knowledge that you are assisting to make a tangible difference to the lives of children living in situations of poverty and disadvantage in Bolivia

Application Details

This role is a volunteer position and requires a minimum commitment of 12 months. Applicants must be over the age of 18 and be based in Adelaide. To apply for this role, please send your CV and a cover letter to our Volunteer Coordinator sarah.burrage@tia.org.au. To learn more about TIA, go to www.tia.org.au