

CLIENT MANAGER COORDINATOR (VOLUNTEER)

POSITION OBJECTIVES

- Provide broad assistance to the Social Impact Team in the management of the GreatConnections Client Managers;
- Assist in the selection, induction and training of new Client Managers
- Manage the allocation of member organisations to Client Managers and provide ongoing assistance to all Client Managers in their work with their allocated member organisations.

SPECIFIC RESPONSIBILITIES

Provide broad assistance to the Social Impact Team in the management of the GreatConnections Client Managers

- Provide input on the agenda for the monthly Client Manager meetings
- Participate in any reviews of the work of the Client Managers or any changes in their roles
- Work with the Social Impact Team on any revisions to the Client Manager Guide
- Make presentations on the role of the Client Manager at various forums eg. new volunteer induction sessions.

Assist in the selection, induction and training of new Client Managers

- Assist in the recruitment and selection of new Client Managers, including the determination of selection criteria and participation in selection interviews
- Conduct the induction of new Client Managers, including an explanation of the role and best practice operating methods in working with volunteers and member organisations
- Provide training to new Client Managers in the operation and effective use of the CRM
- Brief the new Client Manager on all aspects of the member organisations allocated to them
- Act in the role of mentor to new Client Managers during the early stages in the role.

Manage the the allocation of Member Organisations and provide ongoing assistance

- Manage the allocation of new Great Connection member organisations to Client Managers
- Manage the re-allocation of an existing member organisation as required eg Client Manager resigns from the role
- Act as a “locum” Client Manager to manage existing projects (1) where the allocated Client Manager is absent for an extended period, and (2) where a Client Manager has resigned and a new Client Manager has not yet been appointed
- Provide advice and assistance where requested by a Client Manager who is faced with difficult or unusual circumstances in working with volunteers and/or member organisations.

Skills and Experience

- Previous experience in being a Client Manager
- Understanding of NFP sector and community organisations
- Familiarity with GreatConnections processes and policies
- Liaison with Social Impact team at LV
- Strong IT skills and familiarisation with CRM
- Excellent people management skills

To apply please send a copy of your CV, addressed to Heidi English, Coaching and Services Coordinator, to greatconnections@leadershipvictoria.org