

Position Description



GREAT OCEAN ROAD
COAST & PARKS AUTHORITY

Position title:	Volunteer Coordinator
Classification:	Level 7
Status:	Full- Time, ongoing
Location:	Torquay, Victoria
Approved:	Manager Partnerships & Engagement – September 2026

Purpose of the position

The Volunteer Coordinator provides organisation-wide leadership for the strategic development, implementation, coordination and continuous improvement of GORCAPA's volunteer program. The role establishes the frameworks, governance, systems and standards required to provide safe, inclusive, meaningful and well-supported volunteer experiences aligned with organisational, environmental and community priorities.

Working across operational and project teams, the position develops volunteer participation pathways and builds productive relationships with volunteer groups, Traditional Owners, community organisations, educational institutions, local government and other agencies. The role provides specialist advice, supports consistent practice, monitors program performance and demonstrates the environmental and community value of volunteering.

About the Great Ocean Road Coast and Parks Authority

The Great Ocean Road Coast and Parks Authority (GORCAPA) is the dedicated Victorian Government entity entrusted with the care, protection and sustainable management of one of Australia's most breathtaking and culturally significant coastal regions. Established under the Great Ocean Road and Environs Protection Act 2020, GORCAPA was created to address the complex and fragmented management of the coastline and ensure the long-term conservation of this iconic landscape.

GORCAPA is responsible for managing more than 170,000 hectares of coastal reserves, National Parks, Marine Sanctuaries and foreshores stretching along 355 kilometres of stunning coastline. This includes high-profile sites such as the Twelve Apostles Visitor Experience Precinct and Cape Otway Lightstation, as well as local ports, community reserves and critical marine environments.

At the heart of its work is a commitment to protect the unique environmental, cultural, heritage and community values of the region. GORCAPA partners deeply with Traditional Owners, local communities and stakeholders to integrate cultural knowledge, ensure environmental stewardship, support sustainable visitation and build lasting benefits for regional economies and generations to come.

About the Planning Team

The Partnerships & Engagement team provides an integrated approach to building trusted Relationships, enabling meaningful participation, strengthening stewardship and supporting collaboration across GORCAPA.

The team brings together four connected functions:

- Community engagement
- Traditional Owner relationships
- Strategic partnerships
- Volunteer programs

The team leads organisation-wide frameworks, governance and strategic initiatives that support community participation, environmental stewardship, Aboriginal self-determination and collaborative delivery across the Great Ocean Road coast and parks. The Volunteer Coordinator plays a critical leadership role in establishing and managing an organisation-wide volunteer program that delivers meaningful conservation, environmental, visitor and community outcomes.

Primary responsibilities

Strategic leadership and program development

- Lead the development, implementation and review of GORCAPA's Volunteer Framework, organisation-wide volunteer program model, multi-year priorities and annual work program, aligned with strategic and operational objectives.
- Translate organisational priorities into practical volunteer initiatives, including environmental stewardship, citizen science, monitoring, restoration, visitor participation and community-based activities.
- Identify emerging opportunities, service gaps and program improvements, and prepare evidence-based advice, briefs and recommendations that inform organisational planning, policy and decision-making.

Volunteer program management

- Coordinate the end-to-end volunteer program, including recruitment, screening, onboarding, induction, training, support, recognition and exit processes.
- Develop consistent role descriptions, participation pathways, procedures, tools and resources, and work with operational and project teams to confirm responsibilities, resourcing, supervision and controls before activities commence.
- Coordinate the forward program of inclusive and accessible volunteer activities, resolve service-delivery issues and ensure volunteer roles complement, rather than substitute for, paid employment or contracted services.

Partnerships and stakeholder relationship

- Develop and maintain trusted relationships with volunteer groups, Traditional Owners, environmental and community organisations, educational institutions, local government, government agencies and other partners.
- Work across internal teams and external stakeholders to identify volunteer opportunities, clarify shared objectives and responsibilities, and negotiate practical solutions that support participation and environmental outcomes.
- Represent GORCAPA at relevant volunteer, stewardship, community and industry forums, meetings and events.

Governance, risk and compliance

- Establish and maintain volunteer policies, procedures, minimum standards, systems and governance arrangements for direct, partner-delivered and GORCAPA-supported volunteering.
- Ensure volunteer programs comply with relevant legislation and organisational requirements, including safety, child safety, privacy, records, insurance, equal opportunity and risk management obligations.
- Monitor program risks, incidents, complaints, records and compliance, and provide assurance and specialist advice to leaders on the quality, consistency and effectiveness of volunteer management practices.

Key selection criteria

Qualifications and experience:

- A relevant tertiary qualification in volunteer management, community development, environmental management, public administration, project management or a related field, and/ or substantial relevant experience.
- At least five years' relevant experience in volunteer program management, community participation, environmental stewardship or a comparable public-purpose setting.
- Demonstrated experience initiating, developing, implementing and evaluating complex programs or projects across multiple teams and stakeholder groups, with limited direction.
- Demonstrated experience developing compliant governance frameworks, policies, procedures, systems and assurance processes, preferably in a government or public-sector environment.
- Experience interpreting and applying relevant legislation, regulations, government requirements and organisational policies.
- Experience managing program budgets, resources, procurement or grants, and reporting on delivery and outcomes.
- Experience supporting safe work practices and managing volunteer or workforce health and safety matters.

Knowledge and Skills

- Advanced knowledge of contemporary volunteer management principles and the design of safe, inclusive and meaningful participation programs.
- Strong strategic planning, program management and project management skills, including the ability to develop work programs, manage dependencies and deliver competing priorities within agreed timeframes.
- Highly developed judgement, analytical thinking and problem-solving skills, including the ability to make decisions where precedent is limited and to develop practical, innovative solutions.
- Excellent relationship management, consultation, facilitation and negotiation skills, with the ability to understand stakeholder issues, gain cooperation and influence outcomes across organisational boundaries.
- Excellent written, verbal and presentation skills, including the ability to prepare complex briefs, reports, policies, procedures and executive-level advice.
- Demonstrated ability to collect, analyse and communicate program data and evidence to support decisions, evaluation and continuous improvement.
- High-level digital literacy and experience using databases, records systems and common business software applications.
- Sound knowledge of records management, privacy, child safety, equal opportunity, risk and occupational health and safety principles as they apply to volunteer programs.
- Ability to work collaboratively, exercise discretion, maintain confidentiality and build trust and credibility at all levels.
- Demonstrated commitment to Aboriginal self-determination, cultural safety, inclusion, environmental stewardship and high standards of public service.

Terms and conditions of employment

Appointment to this position is subject to the successful applicant being able to:

- Provide a National Police Check Certificate
- Obtain a Working with Children Certificate
- Provide evidence of Australian Work Rights
- Hold a current Australian Driver's Licence

Organisational relationships

Reports to:	Manager Partnerships & Engagement
Direct reports:	Nil
Internal liaisons:	All Great Ocean Road Coast and Parks Authority departments
External liaisons:	Traditional Owners, volunteers and volunteer groups, community and environmental organisations, educational and research institutions, local government, Victorian and Australian Government agencies, service providers and other strategic partners.