



jwave Volunteer & Experiences Manager Job Description

Volunteer Management:

- Develop ongoing relationships with a wide range of parent volunteers via phone calls, meetings, emails, WhatsApp Chats and other means of communication.
- Create a dynamic and warm culture of belonging for and amongst volunteers, understanding that their volunteer experience is critical to the community and creating brand champions.
- Facilitate points of connection amongst volunteers.
- Develop multiple pathways for parents to become volunteers, including via jwave website, digital marketing, word of mouth referrals from other parents and active recruitment based on organisation's needs.
- Develop and implement onboarding policies and procedure to ensure volunteers understand the organisation and the role and responsibilities of volunteers who hold ongoing positions.
- Develop and implement an intake protocol for volunteers to ensure the best match between their skills, qualifications, and interests and the needs of the organization.
- Collect, manage and leverage data on volunteers to ensure effective program and deployment.
- Assist in identifying and developing volunteer leaders.
- Devise and implement formal and informal ways to motivate and recognise volunteers for their contributions.
- Work with the jwave Program Manager to plan and lead volunteer group meetings seeking feedback and input on the jwave program and their family's needs.
- Train and liaise with staff to ensure effective communication and processes with volunteers
- Maintain budget for overall volunteer program.
- Develop, disseminate and analyse annual volunteer survey and lead response to suggested changes and feedback.
- Assist with the development of marketing material to promote the volunteer program and volunteers, gain community support and attract more volunteers and families.
- Facilitate and find micro-volunteer opportunities for parents to volunteer for BJE/jwave on a one-off, small ask basis.
- Provide monthly reporting on important metrics regarding the quantity, quality and impact of/on volunteers and their current activity levels.

Program Management:

- Manage jwave programs which work with volunteers to co-design opportunities for parents and/or families with similarly aged kids to come together in different settings such as (and not limited to) events put on by jwave and smaller, more casual gatherings that families organise with jwave support.
 - At this time, it is envisioned that this will be jwave Experiences & Support and jwave Gatherings programs (more information on these programs below); however, as this is a start-up initiative the programs may change over time.
- Identify and engage in outreach to volunteers who are suitable matches in skills and interest to help with the co-designing, planning and marketing of offerings within the programs managed and serve as the central point for all information and decision-making for these offerings.
- Facilitate effective communication and decision making within the volunteer groups engaged in co-design and planning.
- Design and implement effective registration and feedback forms and ensure feedback is taken onboard in future planning.
- Liaise with BJE staff to ensure efficient planning, resourcing and event calendar management across the organisation as it relates to the programs managed.

- Work with the Marketing Manager to effectively market the programs managed and raise awareness of jwave via the activities in the programs.
- Ensure all offerings within the programs managed meet the standards, duties and policies of BJE.
- Develop relationships with partner organisations for collaborating and implementing programs managed.
- Collect, manage and leverage data as it relates to the managed programs.
- Provide regular reporting on important metrics regarding the quantity, quality and impact of the programs managed.
- Work with the jwave Program Manager to analyse and assess growth opportunities as well as risks of the programs managed.

Other Responsibilities

- Share the monitoring of jwave group WhatsApp Chats for families of High School students with jwave Program Manager.
- Work with volunteer parents to help plan and support casual meet and greets for year K and year 7 families.

More info on jwave's co-designed programs:

jwave Experiences & Support: This program is comprised of social experiences and support for high school families and parents. Ideas, design and execution for these social experiences will utilise parent volunteers. Programming will either be in-tandem (parent and child doing separate programming) or integrated (families do activities as a unit). During COVID, jwave Experiences & Support must be COVID-safe.

jwave Gatherings: In this program, jwave provides support via money, vouchers and/or a “party pack” for 2-3 families to get together socially in all sorts of ways with a Jewish layer (of varying degrees) on top. Ideas and design for some (but not necessarily all) Gatherings will utilise parent volunteers. There is scope to further devise how this program will work.

Key Stakeholders:

- Parent volunteers
- jwave parents and families
- BJE staff
- BJE Board
- jwave Advisory Council
- Other community and mainstream organisations