



Job Description: Volunteer Program Coordinator

Job Purpose

This critical role plays a central part in ensuring the Fiji Red Cross Society (FRCS) has a highly skilled and dedicated volunteer workforce prepared to effectively respond to disasters. You will be the driving force behind attracting, developing, and mobilizing volunteers across the country, empowering them to make a real difference in times of crisis.

The main objective of this position is to manage the online recruitment, development, engagement, and preparation of the FRCS volunteer workforce for response in times of disaster. The Volunteer Program Coordinator will work closely with the Divisional Offices and branch executives to ensure that volunteer information is kept current so that the FRCS national office have a good understanding of their volunteer capacity across the country. The Volunteer Program Coordinator will also work closely with the relevant technical staff to develop and coordinate training across areas such as Hygiene Promotion, Psychosocial Support, and emergency response. The Volunteer Program Coordinator will be encouraged and supported in their role.

Their main job function will also evolve around the volunteer online portal and ensuring accurate and updated information is loaded, ensuring content is relevant and providing continuous updates to volunteers. It will also require managing the volunteer database and its privacy of data.

Job Responsibilities

Technical

- Manage the online volunteer portal to attract, retain and engage volunteers across Fiji
- Develop and maintain knowledge of volunteer management best practices and disaster response principles.
- Design and implement volunteer recruitment and assessment tools.
- Manage databases and reporting systems related to volunteer information and skills.
- Research and identify relevant training resources and materials.
- Develop and deliver basic training modules on volunteer management and disaster response topics.
- Develop and maintain a reporting system for the FRCS branch administrators to keep their own records current and keep FRCS national office updated on volunteer activities and capacity.
- Work with relevant technical staff to develop, coordinate, and facilitate training for volunteers around the country.
- Organization of volunteer events, certification, and communications to the volunteer workforce.

Leadership and Management

- Set strategic goals and objectives for volunteer management within the FRCS disaster response framework.
- Lead and manage a team of volunteers (direct or indirect supervision).
- Delegate tasks and provide ongoing coaching and feedback to volunteers.



- Develop and implement volunteer performance evaluation systems.
- Ensure compliance with FRCS volunteer management policies and procedures.
- Manage budgets for volunteer recruitment, training, and deployment activities.

Representation and Communication

- Represent the FRCS volunteer program at community events, meetings, and training sessions.
- Build and maintain relationships with branch staff, technical departments, and external stakeholders.
- Develop and deliver presentations on volunteer management and disaster response to various audiences.
- Manage and maintain effective communication channels with volunteers (e.g., email, social media, internal forums).
- Develop and disseminate communication materials promoting volunteer opportunities and achievements.
- Conduct regular needs assessments and gather feedback from volunteers to improve program effectiveness.

Finance and Funding

- Prepare and manage budgets for volunteer recruitment, training, and deployment activities.
- Track and report on expenditures related to the volunteer program accurately and timely.
- Identify and pursue potential funding opportunities for volunteer management initiatives.

Strategic Analytics

- Monitor and evaluate the effectiveness of volunteer recruitment, training, and deployment strategies.
- Analyze data on volunteer demographics, skills, and engagement to identify trends and areas for improvement.
- Develop and implement strategies to improve volunteer retention and satisfaction.
- Prepare reports and presentations on volunteer program performance for internal and external stakeholders.
- Stay informed about current trends and best practices in volunteer management and disaster response.

Other

- Adhere to FRCS's principles and values.
- Understanding of and commitment to adhere to equity, diversity, gender, child safety and staff health and wellbeing principles.
- Develop and monitor component of annual budget under the One Budget Plan.
- Preparation of quarterly reports to Programmes Manager and donors.
- Provide technical assistance to the Divisional Managers in the areas of Disaster Management.
- May be required to work after hours (i.e. evenings / weekend).



Job Requirements

Essential

- Bachelor's degree in related field (e.g., Public Administration, Social Work, Human Resources) or equivalent experience.
- Minimum 2 years of experience in volunteer management or related field.
- Strong understanding of disaster management principles and practices.
- Excellent communication, interpersonal, and organizational skills.
- Passion for building and empowering teams.
- Fluency in English and Fijian, with additional language skills a plus.

Desirable:

- Experience working in the humanitarian or development sector.
- Experience with media relations and advocacy.
- Knowledge of the Fijian context and culture.
- Fluency in the Fijian language.

Key Attributes:

- Ability to demonstrate sensitivity to cultural differences and gender issues, as well as the commitment to equal opportunities.
- Commitment to safeguarding FRCS's policies for all people who come into contact with the Society.

Applicable to All Staff:

1.	Must subscribe and adhere to the FRCS fundamental principles.
2.	Must sign the FRCS Child Protection Policy.
3.	Promotes gender development and equal opportunities in team development.
4.	Promotes Protection and Social Inclusion in program activities.
5.	Perform other related duties as assigned by the Director General.

Position Requirements:

Education	Required	Preferred
Bachelor's degree in related field (e.g., Public Administration, Social Work, Human Resources) or equivalent experience.	X	
Experience	Required	Preferred
Bachelor's degree in related field (e.g., Public Administration, Social Work, Human Resources) or equivalent experience.	X	
Knowledge and Skills	Required	Preferred
Strong understanding of disaster management principles and practices.	X	
Excellent communication, interpersonal, and organizational skills	X	
Proven ability to work independently and as part of a team.	X	



Passion for building and empowering teams.		
Proficiency in Microsoft Office Suite	X	
Experience working in the humanitarian or development sector.		X
Fluency in the Fijian language and Hindustani would be an asset.		X