

Welcome Team Leader

Position Description

Join an energised team taking action across Australia to stop pollution and speak up for our living world.

ACF acknowledges the structural barriers that make gaining experience in any sector more difficult for many in our communities. We encourage Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, LGBTIQ+ people and others who have diverse experiences of our world to apply for this opportunity. As an organisation and a movement, we grow stronger through diversity.

About the Australian Conservation Foundation:

The Australian Conservation Foundation is Australia's national environment organisation – over 700,000 people creating a world where forests, rivers, people and wildlife thrive.

A handful of people formed ACF 50 years ago when mining first threatened the Great Barrier Reef. Now the ACF community has grown into a powerful force for nature. We bring together people from the community, government and business. Our community advocates against pollution and destruction, and for our living world. We hold decision-makers to account. We champion big ideas and find common ground with unlikely partners.

We love and protect the web of life right across our continent, from the Kimberley to the reef, down the Great Dividing Range to Tasmania's forests.

People power our campaigns. We are proudly independent, non-partisan and funded by donations from our community.

About the ACF Fellowship Program

The ACF Fellowship program is a structured learning and volunteering opportunity for grassroots leaders and emerging campaigners. Each volunteer placement will be a part of a team of highly-engaged volunteers that can help us harness the energy of ACF supporters taking action in their communities. The purpose of the ACF Fellowship program is to help support ACF's growing movement of local groups in their efforts to build people power, change the story and advocate for our living world.

Through the ACF Fellowship, you'll be part of a supportive workplace where you can:

- Participate in a comprehensive induction program on all aspects of ACF and social change theory.
- Learn from experienced campaigners, community organisers, media and communications experts.
- Develop and apply your skills in a volunteer placement.
- Receive coaching and support with your supervisor, with clear direction and timelines for your responsibilities.

- Regularly reflect on your practice with other fellows in your cohort.
- Get regular training on topics like the history of the environment movement in Australia, activist self-care, and cutting edge practice in campaigning, organising and communication.
- Be part of a movement of people who show up, speak out and act to stop pollution and destruction so our living world can thrive.

About the Welcome Team Leader role:

The Welcome Team Leaders will recruit, train, and support a small team of volunteers who will focus on welcoming new volunteers to ACF. This is a shared role. Through calls and events, you and your team will help community members find their place in ACF, including onboarding and induction. We want these calls and events to be highly relational and focused on the motivations, interests, skills of the people who want to get involved in ACF's work. This volunteer role is for an initial six-month commitment with the opportunity for further volunteering.

Volunteer responsibilities may include:

- Working with your supervisor to recruit, train, and support a national team of volunteers.
- Being across all the different ways people can volunteer at ACF.
- Meeting with or calling people who have expressed interest in or who might be interested in volunteering.
- Scheduling calls or text campaigns for your volunteer team to have with new recruits or other ACF supporters who might be interested in attending an upcoming training or event.
- Facilitate the onboarding process for potential volunteers through offering relevant 'activation' opportunities, such as campaign actions, events and training webinars, prior to funnelling them into ACF community groups or other volunteering avenues. This is done with the aim of enabling stronger long-term engagement and a more holistic understanding of the organisation for the potential volunteers. This process will involve scheduling calls or text campaigns for your volunteer team to have with new EOIs (Expression of Interests).
- Organising welcome nights for people interested in getting involved.
- Developing call scripts, resources and training material to train and support your team and the welcome process.
- Overseeing the administration of data according to ACF's privacy and other policies.
- Other duties as requested by the supervisor.

Volunteer skills:

The volunteer should be able to demonstrate the following **key selection criteria:**

- Excellent communication skills and phone manner.
- Strong organisational skills.
- Approachable and friendly nature.
- Public speaking and facilitation skills.
- Familiarity with technology and the ability to quickly learn new programs.
- An understanding of what it takes to create an equitable and diverse environment movement representative of all Australians.
- Strong passion for the environment and a commitment to the values and mission of ACF.

Desirable:

- Experience in recruitment.
- Experience using Google Sheets, Google Docs and NationBuilder (or a similar CRM tool).
- Ability to build and lead a team of volunteers.

The ACF Fellowship program is suitable for driven, passionate and committed people to reflect the diversity of backgrounds and experiences in our communities. If that's you, but you're worried you don't have all the skills outlined in the position descriptions, please apply anyway!

Hours:

The hours are ideally 15 hours per week, including fortnightly training. The set hours are negotiable and flexible, to be arranged between the volunteer, the relevant supervisor and the program officer. It is expected that these hours will usually take place on two weekdays between 9am and 5pm, however this role will ideally be available for meeting with volunteers when they are available. It's expected that any after-hours volunteering will be balanced with time off so that you don't volunteer more than 15 hours per week.

Duration:

This is a voluntary commitment. All volunteer positions are for a negotiable period of six months from February to July 2022, with optional volunteer opportunities available thereafter.

Location:

The normal place of volunteering will ideally be at one of ACF's offices in either West End (QLD), Carlton (VIC), Ultimo (NSW) or Civic (ACT). However, depending on the duration of the COVID-19 pandemic, this role could be done completely remotely from your home with support from ACF's team.

Resources:

ACF will provide the resources necessary for the volunteer to perform the main tasks (including a computer). Any reasonable travel and accommodation costs for interstate trips will be reimbursed as per the agreement (this will, of course, depend on the duration of the COVID-19 pandemic).

What might a typical day look like?

You start the day with a staff meeting where you hear about all the different things going on at ACF. You make some notes to brief your team about the new opportunities for people to volunteer, and to update the volunteer section of the website. You check in with the Welcome Team volunteer you have rostered on that day to make calls and make sure they have everything they need. You make some lists of ACF supporters who have expressed interest in volunteering, and you check the volunteer inbox for people who may want to get involved. You then allocate those calls for your team in the next week. In the afternoon you work with staff on an upcoming Welcome Night, thinking about who might be guest

speakers and what event logistics you may need to consider. Later that night you have a team meeting with your crew of dedicated volunteers who love getting to know people. During the meeting, you celebrate that over the past month you and your team helped 60 new volunteers find their place at ACF!

Why does this role matter?

The ACF community is over 700,000 people strong and when we work together strategically, we can have a big impact.

For us to succeed, we need more people taking action. For us to win, this action needs to be coordinated, smart and powerful. We need teams that are exclusively focused on building our capacity to take more action and inviting people to get involved. Without it, the movement does not grow.

The Welcome Team Leader is critical in helping people find the place at ACF where they will be able to make the most meaningful impact. It's critical that we act quickly to welcome and induct people who have expressed interest in volunteering while their interest is warm. We want these calls with people who have expressed interest to be highly relational, finding out from supporters their skills, passions and interests, and helping them to find their home at ACF.

It is important to note...

This role is a volunteer placement. ACF does not offer employment following the placement. By signing up to volunteer with ACF, you agree to ACF's policies and procedures.

Direction and Contact:

The Welcome Team Leader will be asked to carry out duties under the direction of and report to the Community Organiser based in Sydney.

How to apply:

More information about ACF's campaigns and how to apply can be found on the ACF website at www.acf.org.au/fellowship. Recruitment is managed by Mel Abel, Fellowship Program Officer. Please direct any queries to melissa.abel@acf.org.au