



WHITEHORSE CITY COUNCIL

Position description

Job title: Environmental Volunteer Support Officer	
Classification: Band 5	Effective Date: February 2026
Reports to: Team Lead - Environment and Education	Tenure: Temporary

About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



Excellent Customer Experience and Service Delivery



Great Organisational Culture



Innovation and Continuous Improvement



Good Governance and Integrity



Long Term Financial Sustainability

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.



WHITEHORSE CITY COUNCIL

Position description

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

This role facilitates and supports volunteer activities in Council's bushland, parks and reserves ensuring that activities are aligned with achieving native biodiversity and conservation.

Key Responsibilities

Position Specific Responsibilities

- Support the day to day activities of Council's environmental related volunteer activities which occur in our bushland parks and reserves. This includes;
 - Supervising Council volunteers in accordance with Council policy and the National Standards for Volunteer Involvement
 - Organising and supporting working bee activities and other community participation activities such as National Tree Day
 - Being the central point of contact for Council's Parkland Advisory Committees
 - Contributing to the creation of safe work procedures and ensuring that volunteer activities are undertaken in compliance with occupational health and safety legislation, regulations and council internal OHS policies and procedures.
 - Conducting performance reviews of environmental volunteers and works.
- Assess other mechanisms and provide recommendations in relation to how community partnerships could be strengthened for the achievement of Council's Biodiversity Strategy.
- Undertake environmental volunteer and education community engagement events and activities in order to achieve actions in the Urban Forest Strategy (2021 – 2031) Action Plan
- Contribute to the development to Council strategies and policies as required.
- Maintain productive and positive relationships with community groups undertaking biodiversity conservation and improvements in bushland areas.
- Manage and respond to customer requests in relation to community-based biodiversity conservation in a timely and professional manner.
- Work with the Natural Environment Team to provide relevant information on Council's biodiversity and bushland management goals, strategic direction and reserve-based management plans.
- Participate in the continuous improvement of community based environmental activities and structures.

- Maintain a clear record of current and proposed community-based maintenance and improvement works on council managed land.
- Maintain accurate data on the location, activity type, attendance and biodiversity impact of relevant community activities.
- Ensure that relevant information is available for reporting on participation and outcomes of community delivered environmental activities.
- Respond to requests from all environmental groups/volunteers including Parks Advisory Committees, Friends of groups and community gardens representatives.
- Coordinate events to celebrate the contribution of environmental volunteers and facilitate collaboration between groups.
- Be the key contact point and respond to any community/volunteer requests relating to use of and improvements to Blackburn Lake Sanctuary Visitor Centre, Yarran Dheran Information Centre, Community Nurseries and Council's four community gardens.
- Develop usage agreements or similar for volunteer use of Blackburn Lake Sanctuary Visitor Centre, Yarran Dheran Information Centre, Community Nurseries and Council's four community gardens.
- Contribute to the development of Environmental Volunteering Framework and Volunteer Handbook for the Parks & Natural Environment Department.
- Develop Position Descriptions for a range of Environmental Volunteer roles.
- Plan and deliver on goals for increasing environmental volunteering engagement within a variety of demographics.
- Work collaboratively within the Environment and Education Team to reach volunteering, education and community engagement goals.
- Consult on projects as required in relation to environmental volunteering, biodiversity, community engagement and environmental education.
- Provide support to the Whitehorse Environment and Sustainability Advisory Committee.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

Authority

Budget: Authority to purchase consumables and resources to support volunteering activities within the scope of this role within prescribed limits and subject to approval from the Team Lead – Environment and Education.

Staff responsibility: The position is responsible for the co-ordination and supervision of volunteers that fall within the scope of this role in accordance with Council policies and the National Standards for Volunteer Involvement.

Decision Making:

- The position is accountable for the daily management of the interaction between Council and volunteers that are aligned with this role.
- The position has the authority to explore opportunities that will enhance service delivery, such as collaboration with external agencies.

Key Relationships

The position will liaise with a range of Council teams responsible for biodiversity management and volunteer engagement and support. This may include People and Culture, Leisure and Recreation Services and Community Development as required to fulfil the role.

The position will maintain professional relationships with a range of agencies including neighbouring Councils, and relevant environment related community groups operating within Whitehorse City Council.

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- Experience in engaging and supervising volunteers in an environmental/biodiversity related program.
- Understanding of and exposure to operationalising the National Standards for Volunteer Involvement.
- Sound understanding of natural area conservation in an urban context.
- Demonstrated knowledge of community engagement in the area of biodiversity stewardship.

- Experience in volunteer and event management and demonstrated ability to prioritise and deliver a number of projects/tasks on time in a busy and demanding role.
- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.
- Satisfactory Working with Children check (employment).
- Current First Aid Level 2 and CPR
- Awareness of local government and the context in which it operates.

Technology

- Excellent computer skills on packages such as Word, Excel, PowerPoint, Internet, and email (Outlook).
- Experience in using volunteer management software such as Better Impact.

Interpersonal

- Ability to engage successfully with a variety of people.
- Developed customer service and stakeholder management skills including knowledge of and experience working with community groups and volunteers.
- Demonstrated ability to work well as part of a team and autonomously and to maintain the cooperation of others to achieve the objectives of the position.
- Excellent written and verbal communication skills and the ability to deliver effective presentations.
- Ability to prepare reports and external correspondence.
- Ability to handle varying workloads and tasks and operate effectively under pressure.
- Ability to deal with difficult and challenging behaviour.

Leadership/management:

- Demonstrated understanding of project management and project delivery skills.
- Demonstrated experience in engaging and supervising volunteers.
- Experience in the development, implementation and evaluation of volunteer programs.
- Understanding of Occupational Health and Safety and risk management principles and how they would apply in the context of this role.
- Understanding of Human Resources principles and policies and the ability to implement with volunteers.
- Ability to achieve deadlines with minimal supervision.

Key Selection Criteria

1. Experience in engaging and supervising volunteers in an environmental/bushland related program.
2. Sound understanding of natural area conservation in an urban context.
3. Demonstrated experience in applying OHS and risk management principles in volunteer management.
4. Ability to gain cooperation and assistance from members of the public, community groups and other Council staff.
5. Ability to deliver a number of projects/tasks on time in a busy and demanding role.
6. Valid Victorian Drivers Licence
7. Working With Children Check (employment)

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		Infrequent	
Hand/Arm Movement Tasks involve use of hand/arms	Use of computer	Frequent	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Infrequent	
Standing Tasks involve standing in an upright position	Working bee inspections	Sometimes	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Rare	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Working bee inspections / community engagement activities	Sometimes	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another		Sometimes	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		Infrequent	
Keyboard Duties Tasks involve sitting at workstation and using computer.	Use of computer	Frequent	
Satisfactory Vision Standard of vision required equal to that required for driver's licence			

Any other relevant comments:

- The position includes inherent physical requirements due to the combination of outdoor and office based work environments. Please refer to the Physical and Functional Requirements Checklist for more information.
- The position will be required to occasionally work outside of business hours and must have capacity to attend out of hours meetings as required.
- The position will be required to work from different locations within the municipality.
- Short listed candidates may be required to attend a pre-employment medical examination.
- A current drivers licence that meets the requirements of Vic Roads is essential.
- Short listed candidates will be required to undergo a Police Check and a Working with Children Check.