



	SCOUTS WA - POSITION STATEMENT
POSITION NUMBER:	SS-VE-001
POSITION DESCRIPTION:	Branch Commissioner – Volunteer Engagement
DEPARTMENT:	Support Directorate
TENURE:	1-3 Years
IMMEDIATE SUPERVISOR:	Assistant Chief Commissioner – Support Services
FIRST LEVEL SUPERVISION:	Branch Advisor – Adult Recruitment Branch Leader – Leaderbuild Branch Advisor – Adult Progression Branch Advisor – Fellowship
LIAISES WITH:	Head Office Staff Executive Leadership Team Field Leadership Team District Commissioners Group Leaders External partners and community organisations
COMMITTEES:	As required
The Purpose of the Scout Movement is to contribute to the education of young people in achieving their full physical, intellectual, emotional, social, and spiritual potentials as individuals, as responsible citizens and as members of their local, national, and international communities. Scouts WA is a child safe organisation with zero-tolerance for any harm, abuse, or neglect. Scouts WA values the diversity of our members, including gender, sexuality, race, religion, and ability. Scouting focuses on youth members fully engaging with the program by supporting and managing those in adult and youth leadership roles.	
ROLE OBJECTIVE	
The Branch Commissioner – Volunteer Engagement provides strategic leadership and oversight of the volunteer lifecycle within Scouts WA. The role ensures that adult volunteers are effectively recruited, supported, developed, recognised, and retained—creating a strong, capable, and sustainable adult workforce that enables high-quality program delivery for youth members. This position leads the development of a positive, inclusive, and growth-focused volunteer experience, aligned with the Scouts WA Strategic Plan and supporting the long-term sustainability of the Movement.	
ROLE RESPONSIBILITIES	
Leadership and Management - Lead and develop a team responsible for recruitment, progression, and retention of volunteers - Coordinate regular meetings with clear planning, outcomes, and follow-up actions - Support team members through Individual Adult Volunteer Plans - Delegate responsibilities and ensure accountability across the volunteer engagement portfolio - Identify and develop future leaders within the volunteer workforce - Resolve issues and conflicts in line with Scouts WA policy and best practice Strategic and Operational Implementation - Support the development and implement a Volunteer Engagement Strategy aligned to Scouts WA priorities - Oversee the full volunteer lifecycle: recruitment → onboarding → development → retention → recognition	



- Ensure consistent and positive onboarding experiences for new volunteers
- Improve retention by addressing barriers, workload, and volunteer experience
- Promote diversity, inclusion, and accessibility in volunteer participation
- Ensure compliance with all HR, safe from harm, and legislative requirements
- Support workforce planning to meet current and future organisational needs

Participation and Involvement

- Contribute to Support Services planning, reporting, and budgeting
- Advise Branch Leadership Team on volunteer trends, needs, and risks
- Work closely with District and Group Leaders to support local volunteer challenges
- Liaise with national and external bodies on adult training and volunteer management
- Represent Scouts WA at meetings, events, and stakeholder engagements as required

FUNCTIONS AND DUTIES

Recruitment and Onboarding

- Develop strategies to attract new adult volunteers from within and outside Scouting
- Support Groups and Districts with recruitment campaigns and tools
- Improve onboarding processes, including use of ScoutMap and induction practices
- Promote clear role descriptions and expectations for new volunteers

Adult Progression

- Monitor and support progression through roles and qualifications
- Assist in ensuring recognition and milestone achievement are visible and meaningful
- Identify pathways for volunteers to take on new or expanded roles
- Assist in addressing stagnation and disengagement proactively

Fellowship and Alumni Engagement

- Assist in maintaining engagement with former Leaders and long-term supporters
- Strengthen Fellowship networks and opportunities for contribution
- Support recognition of Life Members and Honorary Commissioners
- Encourage continued involvement through mentoring, events, and advisory roles

Volunteer Experience and Retention

- Monitor volunteer satisfaction and identify areas for improvement
- Assist in reducing administrative burden and barriers to participation
- Promote a culture of support, recognition, and appreciation
- Develop initiatives that improve the overall volunteer experience

AUTHORISATIONS AND DELEGATIONS

- Direct liaison with Scouts WA staff, volunteers, and external stakeholders
- Authority to develop and implement volunteer engagement strategies and processes
- Authority to recommend improvements to HR policies and volunteer systems
- Input into Support Services budget relating to volunteer programs and initiatives
- Exercise financial authority in accordance with the organisation's approved Financial Delegations Standard.

PERSONAL ATTRIBUTES

Attitude

- Strong commitment to the Vision, Aim, and Principles of Scouting
- Positive, people-focused, and service-oriented mindset
- Passion for developing people and building strong teams
- Commitment to inclusion, diversity, and volunteer wellbeing

Skills



- Strong leadership and team development capability
- Excellent communication and interpersonal skills
- Ability to motivate and engage volunteers
- Conflict resolution and problem-solving skills
- Strategic thinking and planning

Knowledge

- Understanding of Scouts WA structure, policies, and volunteer systems or ability to gain.
- Knowledge of adult learning and leadership development
- Awareness of volunteer management best practice

QUALIFICATIONS AND SKILLS

Mandatory

- Demonstrated leadership or management experience.
- Competence in the use of Microsoft 365 applications.
- Strong communication and interpersonal skills.
- Ability to work collaboratively with volunteers and stakeholders.

Desirable

- Experience in volunteer management, human resources, training, or adult learning.
- Understanding of volunteer recruitment, onboarding, and retention strategies.
- Experience facilitating training, workshops, or group learning activities.
- Experience developing people, teams, or volunteer capability.
- Experience leading change, improvement initiatives, or organisational development activities.
- Experience using data or feedback to support decision-making and continuous improvement.

EXPERIENCES

- Experience leading and managing teams
- Experience working with volunteers in structured organisations
- Experience developing people, training programs, or engagement initiatives
- Experience managing change and improving systems or processes

REQUIRED MEETINGS

- Support Services Team Meetings
- Executive and Field Leadership engagements (as required)
- District and Group meetings (as required)
- Volunteer Engagement team meetings

KEY PERFORMANCE INDICATORS

- Growth in number of active adult volunteers
- Improved retention rates across all sections
- Volunteer satisfaction and engagement levels
- Reduced time from enquiry to active volunteer onboarding
- Strength of Fellowship and alumni engagement

ACCEPTANCE OF ROLE

I have read and discussed the Branch Commissioner – Volunteer Engagement Position Description and accept the appointment.