



Nature
Foundation

VOLUNTEER AND VISITOR ENGAGEMENT COORDINATOR

JOB & PERSON SPECIFICATION

OCTOBER 2025



Volunteer and Visitor Engagement Coordinator

Position Summary

Role Title: Volunteer and Visitor Engagement Coordinator	Level: 5
Work Team: Reserve Management	Type of appointment: Ongoing
Reports to: Senior Conservation Land Manager	Direct reports: None

Role Statement:

The Volunteer and Visitor Engagement Coordinator is responsible for coordinating the Nature Foundation Volunteer Program across all reserves, as well as managing and developing reserve visitation activities that align with our strategic goals and Reserve Management Plans. The role works collaboratively across teams to deliver meaningful volunteer opportunities and engaging visitor experiences that support conservation outcomes.

Key Relationships:

- Nature Foundation Volunteers
- Nature Foundation Staff, both head office and on-site employees
- Nature Foundation members, community groups and other external stakeholders

About Nature Foundation:

Our vision is to inspire people to connect with and conserve the natural habitat of Australia for future generations because we see people and nature being fundamentally dependent on each other.

Nature Foundation is an apolitical not-for-profit that invests in conserving, restoring and protecting Australian landscapes, flora and fauna to ensure their survival. We aim to demonstrate leadership in sustainable nature conservation that delivers long-term benefits for biodiversity. We do this by working with others on areas of exceptional biodiversity value, threatened species and sites of natural, cultural and geological significance.

Established in 1981 by visionary community members, the Nature Foundation has helped protect more than 1.15 million hectares. It is now one of the largest non-government conservation land managers in South Australia and Australia.

Nature Foundation is a member-based organisation supported and advanced by a dedicated Board, staff, and volunteers - underpinned by science. We highly value working in partnership with business and industry, philanthropy, volunteers, Aboriginal and local communities, community organisations, and the three levels of government.

We continue to develop and deliver innovative nature-based solutions and partnerships, including emerging markets such as carbon and biodiversity, and to support emerging nature scientists and aboriginal youth programs.

Many partnerships relate to land owned or managed by Nature Foundation – 500,000 hectares on multiple reserves across South Australia, where science-based programs assist in landscape



restoration and protecting threatened species of flora and fauna. Nature Foundation also partners with others in the sector at the state and national scale.

Nature Foundation values workplace diversity and is committed to providing an inclusive work environment where employees feel respected, valued and empowered to be themselves. We are also committed to reconciliation and strongly value First Nation's voices in the community and workplace.

About the Role

Responsibilities:

Area of Responsibility	Specific Duties and Outcomes
Volunteer Engagement	• Lead the delivery and continuous improvement of a highly effective Volunteer Management and Support Policy. • Recruit, manage, support and recognise volunteers, ensuring their contributions are meaningful, personally rewarding and aligned with organisational objectives. • Provide on-ground supervision and support for volunteers on reserves including task briefings, safety inductions and equipment management. • Collaboration with colleagues to oversee the development and ongoing management of safe, purposeful and valued volunteer engagement. • Actively support and grow Nature Foundation's existing volunteer base. • Coordinate volunteer events such as National Volunteers Week and Volunteer Thank You functions.. • Maintain and enhance volunteer administration systems including recruitment, inductions, training, data management and reporting. • Facilitate a safe, inclusive and rewarding volunteer culture.
Visitor Engagement	• Coordinate day-to-day management of reserve visitation activities, including bookings, customer service and support. • Provide information to assist reserve visitation reporting and administration aligned with the Foundation's strategic goals and reserve management plans. • Collaborate with Reserve Managers and other staff to ensure seamless and positive visitor experiences. • Monitor and report on visitor trends, opportunities and performance aligned with strategic goals. • Act as the Executive Officer for the Artist Residence Program and as a liaison between stakeholders, including

	artists, staff and galleries. Provide administrative support to ensure the program runs successfully in accordance with the program goals and Terms of Reference for the advisory group.
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Qualifications and Competencies:

Essential:

- Strong written and verbal communication skills, adaptable to diverse audiences
- Comfortable working in the field and in remote environments
- Highly effective organisational and digital literacy skills
- The ability to deal with unusual, sensitive issues or conflicts thoughtfully and constructively
- Demonstrated ability to work collaboratively as a team member
- Well-developed interpersonal and rapport-building skills to engage effectively with volunteers and a broad range of stakeholders
- Provide First Aid certification (training provided if required)

Knowledge and experience in volunteer management practices consistent with the National Standards for Volunteering Involvement. Desirable:

- A relevant tertiary qualification or relevant qualification.

Additional Conditions:

- The position will be based at Nature Foundation's Prospect office, with flexible work arrangement available.
- Some out-of-hours work, intra and interstate travel involving overnight to several-day absences from home will be required as part of the role.
- May be required to undertake other duties relevant to their skills and qualifications.
- A current driver's licence is essential.
- All staff are required to:
 - hold a current Working with Children Check, or be willing to obtain one on commencing employment.
 - Hold a National Police Clearance (or willingness to obtain one prior to employment).
 - maintain the integrity, confidentiality and security of all data and information for which they are responsible.
 - abide by Nature Foundation's Code of Conduct.
 - participate in mandatory training requirements and performance review and development.
- All staff are encouraged to wear the appropriate uniform in any public setting and will professionally represent the organisation.

Corporate Responsibilities:

- Maintain high compliance standards with Nature Foundation Policies and Procedures and actively contribute to ensuring these are monitored, updated and improved as required.

- Ensure that other staff and volunteers are familiar with and understand these policies and procedures as relevant.
- Actively contribute to ensuring the provision of a safe, healthy and productive workplace and culture.
- Take responsibility for maintaining their own health and safety and the health and safety of others in the workplace.
- Promptly identify, report and contribute to resolving health and safety risks in the workplace.
- Seek and receive regular feedback on progress and performance and participate in Nature Foundation's Annual Performance Review and Development process as required.
- Act as a highly professional and ethical representative of Nature Foundation in various forums and contexts and actively promote the organisation as a leader in nature conservation within the South Australian community.
- Ensure that all statutory and regulatory obligations are always complied with.

Our Cultural Qualities:

- *Connected:* we are agile and adaptable, connecting communities through nature.
- *Innovative:* we are creative and resourceful in tackling major environmental issues.
- *Accountable:* we strive for excellence in everything we do, holding each other to account and working to the highest ethical standards.
- *Caring:* we care about each other, what we do and why we do it; we believe in the power of nature to transform our lives.
- *Inspirational:* we inspire and create enjoyment through nature.
- *Adventurous:* we are bold and adventurous in our pursuit of conservation outcomes.



HOW TO APPLY

Applications including a cover letter and CV should be addressed to Justin Hinora. Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call (08) 8100 8827.

Please Note

Your application will be automatically acknowledged by a return email.