



POSITION TITLE:	Volunteer Coordinator
LOCATION:	Invercargill
RESPONSIBLE TO:	Volunteer Programme Lead
DIRECTLY SUPERVISING:	Volunteers
FUNCTIONAL RELATIONSHIPS:	Internal Red Cross local office staff Volunteer programme staff nationally Volunteer Operational Lead National Migration Manager External Former Refugee clients, groups and communities Agencies providing services to former refugee clients Volunteer organisations and community groups Mangere Refugee Resettlement Centre

POSITION SUMMARY:

The purpose of the volunteer coordinator is to recruit volunteers and support them during their placement with refugee families and individuals. This includes individual and group meetings with volunteers, and regular support through phone and email contact. The volunteer coordinator is also responsible for working with the client team to coordinate tasks, record progress, and ensure that clients are well supported.

KEY RESPONSIBILITY AREAS:

Volunteer Recruitment

- Recruit, interview and place trained Volunteer Support Workers in teams, in conjunction with other volunteer programme staff
- Contribute toward the development of recruitment plans to meet changing needs and environments

- Undertake promotional activities and speaking engagements

Volunteer Facilitation

- Coordinate and implement a volunteer support programme for each volunteer
- Provide guidance and advice on practical tasks
- Support volunteers to manage complex or emotional issues as they arise, including close liaison with the client team
- Work with the client team to coordinate tasks, record progress, and ensure that clients are well supported.
- Maintain regular contact with volunteers and encourage ongoing involvement through a variety of communication such as email, newsletters and social media.
- Ensure that volunteers are appropriately rewarded and recognised

Partnership, Networking and Public Awareness

- Attend key community meetings and network groups
- Provide public education to promote better understanding about refugee resettlement and to foster supportive receiving communities
- Establish and maintain networks with other workers, agencies and government departments involved in refugee resettlement and volunteering

Reporting Requirements

- Maintain accurate records for reporting requirements and analysis

Health & Safety

- Ensure the prompt and accurate reporting, recording and investigation of all workplace incidents and injuries
- Ensure all hazards are promptly assessed for their significance, and managed according to the hazard management process.

DELEGATIONS:

Staff Management

Number of direct reports	# volunteers
Number of staff reporting to direct reports	Nil

Delegations

Financial Delegations	Nil
Employment Related Delegations	Nil

Note: The foregoing paragraphs are intended to describe the duties that the appointee will be expected to undertake in this position.

It should not be regarded as a complete and exhaustive list and does not prevent the addition, alteration or deletion of duties from time to time in accordance with the needs of New Zealand Red Cross.

It is inherent in all areas of Red Cross work that staff are required to apply and uphold the Principles of Red Cross Red Crescent.

PERSON SPECIFICATION:

Qualifications:

Tertiary education in relevant field – social sciences, development studies, public health.

Experience/Competencies

The appointee would be able to demonstrate:

- Experience working as a volunteer and/or with volunteers
- Knowledge and understanding of refugee resettlement in NZ or other relevant cross cultural experience
- Ability to build, sustain and actively manage relationships and networks
- Understanding of NZ systems of social support and government e.g. Work and Income, Education, Health
- Excellent time management and ability to work independently
- Ability to relate to people of different cultures and religious backgrounds
- Reliability, honesty and a sense of humour
- Ability to deal with stress whilst retaining energy and enthusiasm
- Empathy with humanitarian causes
- Excellent oral and written communication skills
- Presentation and public speaking experience
- Excellent IT skills in Microsoft Office Suite

A commitment to the Fundamental Principles of the International Red Cross Movement is imperative.

The ability to work evenings and weekends is essential.

Travel

The appointee must be able to travel.

Driver's Licence

A current motor vehicle driver's licence is essential.

APPROVED:

Authorised signature:	
Name:	Tony Paine
Position:	Secretary General
Date:	8 August 2014

