



POSITION TITLE:	Volunteer Trainer
LOCATION:	Auckland
RESPONSIBLE TO:	Volunteer Programme Lead
DIRECTLY SUPERVISING:	Volunteers
FUNCTIONAL RELATIONSHIPS:	Internal Red Cross local office staff Volunteer programme staff nationally External Refugee clients, groups and communities Agencies providing services to refugee clients Volunteer organisations and community groups Mangere Refugee Resettlement Centre

POSITION SUMMARY:

The role of the trainer in the volunteer programme is to ensure that prospective volunteers are well trained and have the capability and knowledge to meet the requirements of their volunteer placement with a refugee family or individual.

The trainer is responsible for the preparation, implementation and monitoring of the training programme and for ensuring that all participants meet the required standards. The position works closely with the volunteer supervisor(s) to recruit and place volunteers.

KEY RESPONSIBILITY AREAS:

Volunteer Recruitment

- Ensure vetting and recruitment of individual volunteers
- Develop creative recruitment plans to meet changing needs and environments
- Undertake promotional activities and speaking engagements

Volunteer Training

- Prepare materials for the training programme and ensure they are up-to-date and relevant

- Plan the timetable for the annual training programme
- Organise guest speakers for the training programme
- Inform volunteers of the training timetable and ensure it meets their expectations
- Provide refreshments and other materials as required for the training sessions
- Review the progress of each volunteer during training and ensure their capability to carry out a volunteer placement with a refugee family
- Manage the situation if the above requirement is not met
- Work with the volunteer team regarding placement of volunteers with new families
- Review each set of training and adapt the programme as required

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	nil
Number of staff reporting to direct reports	# volunteers

Delegations

Financial Delegations	TBC
Employment Related Delegations	TBC

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 – a qualification in adult education is preferred.

Experience/Competencies

The appointee would be able to demonstrate:

- Experience working as a volunteer and/or with volunteers
- Established record as an effective adult educator
- 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:	
Position:	
Date:	

