



POSITION DESCRIPTION

Be part of our mission:

To improve the lives of vulnerable people by mobilising the power of humanity and enhancing community resilience.

To find out more about our kaupapa, and what we stand for, visit redcross.org.nz

Job Title:	Senior Service Lead, Meals on Wheels
Group:	Emergency Management and International
Location:	Flexible within South Island
Reports to:	Service Manager, Meals on Wheels
Position status:	Permanent Full-time
Version date:	March 2025

OUR PURPOSE

New Zealand Red Cross (NZRC) has always been about good people doing good things. We're part of the world's largest humanitarian network, helping vulnerable people and those affected by disaster and conflicts. We've been working in New Zealand for more than a century and today you'll find us lending a hand in communities throughout Aotearoa New Zealand – we're here for good.

DIVERSITY AND INCLUSION

We are committed to providing an environment where all people feel welcomed, valued and seen in their identities.

THE TREATY OF WAITANGI

New Zealand Red Cross is working towards understanding our obligations under the Te Tiriti o Waitangi principles. New Zealand Red Cross engagement with Te Tiriti o Waitangi is recognised as ethical best practice in relation to the application of the Red Cross Fundamental Principles and the desire of New Zealand Red Cross people to build meaningful relationships with Māori as tāngata whenua.

WHAT WE STAND FOR

The Red Cross Fundamental Principles guide all we do, whether we're helping people in New Zealand communities or providing urgent relief in an international disaster.

ABOUT THE GROUP

Emergency Management and International

The Emergency Management and International Group provides operational support domestically and internationally. Within Aotearoa we work to strengthen community resilience and disaster preparedness, we support communities when disasters occur by deploying emergency response volunteers, and we provide psychosocial support to assist communities to recover from disasters. Our International Operations directorate provides support to communities affected by emergencies and conflict all over the world. This is done by sending experts in particular areas, to support emergency responses, training, and advice in areas such as first aid, communication, and disaster preparedness. Our Restoring Family Links programme helps families living in Aotearoa to reconnect with missing loved ones overseas following separation due to war or major disaster.

POSITION PURPOSE

Meals on Wheels (MoW) is a flagship programme that engages daily with some of the most vulnerable people in our communities across the country. It has a team of approximately 3,000 volunteers and is our largest volunteer activity.

The Senior Service Lead Meals on Wheels is responsible for providing motivational and effective leadership of Service Leads and members/volunteers within their designated region to achieve successful MoW service delivery, maximise the volunteer experience and community impact, and implement service development initiatives to align the service with Strategy 2030 goals.

KEY RESPONSIBILITIES

You will drive a culture of innovation and excellence in your assigned region. You will also work effectively as part of the national MoW team to assure national coverage and continuity of service across the country as part of the MoW national leadership team.

Region oversight

- Maintain operational oversight of locations within designated region.
- Liaise with volunteer MoW Coordinators in designated region to ensure appropriate MOW programme support is provided to member-led locations.
- Lead proactive approach to management of HSW risks in designated region and investigate incident reports.
- Liaise with Membership & Volunteering and Communications, Marketing and Engagement to ensure there are always sufficient screened, trained, and resourced volunteers to fill rosters in designated region.
- Liaise with Communications, Marketing and Engagement and Philanthropy to ensure MoW stories are told.

Meals on Wheels operations

- Perform Service Lead responsibilities in designated locations.
- Achieve service delivery targets in accordance with Health New Zealand or third-party meal provider contractual obligations.
- Ensure services align with organisational policies and procedures.
- Manage volunteer scheduling, ensuring there are always sufficient screened, trained, and resourced volunteers to fill rosters.
- Manage day-to-day delivery issues in collaboration with the meal provider.
- Ensure Health, Safety and Wellbeing risks to volunteers and clients are minimised.
- Report and follow corrective actions for all Health, Safety and Wellbeing incidents.
- Ensure volunteers receive travel reimbursement in a timely manner.
- Manage relationship with local meal provider(s).
- Assist in managing staff leave, providing appropriate cover arrangements within the MoW team, as directed by the MoW Service Manager.

People leadership

- Line manage and coach Service Leads within designated region.
- Lead team meetings.
- Implement technology and develop SME in all aspects of MoW Service delivery.
- Carry out inductions and arrange ongoing training and development opportunities for employees and volunteers.
- Actively manage the workloads of team members.
- Ensure volunteer information is updated on the RITO database within required timeframes
- Ensure any personal and sensitive information is managed confidentially and in accordance with the Privacy Act 2020.
- Provide regular and effective communication with volunteers and other stakeholders.
- Oversee and ensure a positive volunteer experience.
- Lead and organise recognition, information, and training events for volunteers.

Information and reporting

- Liaise with EM&I Analyst as required to develop or respond to data collection requests.
- Liaise with EM&I Analyst to ensure reporting requirements are completed within the specified timeframes.
- Participate in data collection for monitoring and evaluation as directed by their manager.

Teamwork

- Promote a culture of collaboration and high performance within the team.
- Communicate with other Red Cross people to maximise the opportunity for cross-organisation collaboration.

Service Development

- Understand how Strategy 2030 goals and objectives apply to MoW.
- Lead and monitor the implementation of service development initiatives.

Emergency Management

- Ensure the local Business Continuity Plans within designated region are updated annually in consultation with the other Senior Service Lead and Service Manager.
- Ensure the Business Continuity Plan arrangements are communicated to Red Cross people within the area of responsibility.
- Ensure Service Leads, volunteer Coordinators and volunteers know what to do in an emergency when delivering meals.
- In conjunction with the Area Support Team, implement rollout of Good & Ready amongst MoW volunteers in designated region and participate in other Emergency Management programmes as directed.
- Contribute to the wider goals of the EMI Group as required.

Other

- Undertake other duties as required to promote the efficient and effective running of the EMI Group.
- Any other duties required by their manager.

HEALTH SAFETY AND WELLBEING

- Proactively ensure your actions or omissions do not adversely affect the Health, Safety and Wellbeing (HSW) of yourself or others.
- Participate in HSW induction, training, programmes, and activities.
- Follow all reasonable instructions to comply with HSW legislation and regulations.
- Follow NZRC HSW policies, standards, and procedures.
- Do not undertake any activities for which you are not adequately trained.
- Use designated personal protective equipment (PPE) for specific work activities.
- Report hazards/risks, incidents and near misses as soon as possible after the event.

RELATIONSHIPS

Internal

NZRC MoW employees
Volunteer MoW Coordinators
MoW volunteers
EMI Group
Area Support Teams
Comms, Marketing & Engagement
Philanthropy
All NZRC People

External

Meal's providers (Health New Zealand or third-party providers)
Meal recipients
Partner agencies and organisations

REPORTS

Direct: Service Leads (up to 6)

Indirect: Volunteer MoW Coordinators (up to 20)

Volunteers: up to 1500 volunteers

DELEGATIONS

Financial: Tier5

Employment: Tier5

PERSON SPECIFICATION

Knowledge

- Knowledge of volunteer management.
- Knowledge of leading and managing change with volunteers.
- Strong planning and organisational skills, with capability to rethink plans when sudden unforeseen interruptions occur, such as volunteer unavailability at short notice.
- Knowledge of data-informed decision-making.
- Strong computer skills and willingness to learn or adapt to new technology.

Qualifications and/or Experience

- Previous experience of managing staff is preferred.
- Experience of leading, supporting, coaching, recruiting, and training volunteers.
- Experience in working with communities to deliver services.
- Proven experience in building and maintaining good working relationships with a broad range of internal and external stakeholders.
- Proven ability to challenge the status quo and view things from different perspectives, fostering innovative thinking and continuous improvement.

Skills and Attributes

- The vision and ability to lead the implementation of change.
- A passion for supporting volunteers.
- Strong interpersonal skills.
- Strong verbal and written communication skills.
- Ability to work with people from diverse backgrounds.
- Ability to thrive under pressure.
- Have a “One Team” approach and be willing to take direction.
- Empathy with humanitarian causes.
- Be enthusiastic and commit to work as a team member of Red Cross.
- A commitment to the Fundamental Principle of the International Red Cross Movement is imperative.

TRAVEL

The appointee must be able to travel within your area of responsibility and be available to travel to in-person staff meetings and training.

DRIVER'S LICENCE

A current motor vehicle driver's license is essential.

NOTE

This job description is not intended as an exhaustive list of duties and responsibilities. The job is expected to evolve and change, and New Zealand Red Cross may amend this job description after consultation with the job holder.