



NEW ZEALAND  
**RED CROSS**  
RIPEKA WHERO AOTEAROA

## 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](https://redcross.org.nz)**

**Job Title:** **Service Lead, Meals on Wheels**  
**Group:** **Emergency Management and International**  
**Location:** **Hamilton**  
**Reports to:** **Senior Service Lead, Meals on Wheels**  
**Position status:** **Permanent Part-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 Service Lead Meals on Wheels is responsible for leading successful MoW service delivery, maximising community impact and implementing Strategy 2030 change in designated locations through motivational and effective leadership of their volunteer team, collaboration with internal and external stakeholders and evidence-informed decision-making.

## KEY RESPONSIBILITIES

You will use technology and our internal systems and databases to implement the changes required for the MoW target operating model. This will require you to collaborate with others in person and remotely, to implement changes to the way we engage and work with volunteers. We will be identifying redundant processes and creating opportunities to drive efficiency and greater service impact in our local communities.

- 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.
- Participate in service audits to ensure service standards are achieved and take remedial actions as required to raise standards.
- Manage day-to-day delivery issues in collaboration with the meal provider.
- Use technology to manage volunteer scheduling, ensuring there are always sufficient screened, trained, and resourced volunteers to fill rosters.
- Ensure Health, Safety and Wellbeing (HSW) risks to volunteers and clients are minimised.
- Report and follow corrective actions for all HSW incidents.
- Manage relationship with local meal provider(s).
- Be able to trial and test new technology and systems to improve efficiency.
- Be able to coach and direct others in the use of technology that will be utilized to drive improvements and efficiency.

## **People Leadership**

- Provide a warm, welcoming, and rewarding experience for volunteers.
- Carry out inductions and arrange ongoing training and development opportunities for volunteers.
- Actively manage the workloads of volunteers to ensure they have optimal volunteering experience.
- 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.
- Ensure that volunteers are appropriately rewarded and recognized.
- Lead and organise recognition, information, and training events for volunteers.
- Provide volunteers with a good onboarding and exit experience in MoW.
- Be able to coach and direct others in the use of technology that will be utilised to drive improvements and efficiency.

## **Information and reporting**

- Ensure information systems and files are kept up to date and that information is stored in the correct location.
- Ensure reporting requirements are completed within the specified timeframes.
- Participate in data collection for monitoring and evaluation as directed by their manager.

## **Teamwork**

- Attend and contribute to team meetings.
- Work collaboratively with other team members.

## **Service Development**

- Understand how Strategy 2030 goals and objectives apply to MoW.
- Lead implementation of service development initiatives in designated locations, adapting initiatives to suit local characteristics where appropriate.

## **Emergency Management**

- Ensure the local Business Continuity Plan within the area of responsibility is updated annually in consultation with the Senior Service Leads and the Service Manager.
- Ensure the Business Continuity Plan arrangements are communicated to Red Cross people within the area of responsibility.
- Ensure volunteers know what to do in an emergency when delivering meals.
- In conjunction with the Area Support Team implement the rollout of Good & Ready amongst MoW volunteers in designated areas 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 you are not adequately trained for.
- 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 staff team  
MoW volunteers  
EMI Group  
Area Support Teams  
Comms, Marketing & Engagement  
Philanthropy  
All NZRC People

### External

Meals providers (Health New Zealand or third party providers)  
Meal recipients  
Partner agencies and organisations

## REPORTS

**Direct:** Nil

**Indirect:** Nil

**Volunteers:** up to 500 volunteers

## DELEGATIONS

Financial: As per the Delegations Policy

Employment: Nil

## 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**

- Experience of leading, supporting, coaching, recruiting, and training volunteers.
- Experience in collaborating 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.