###### Role description: Volunteer Coordinator

This role description may be used as a template for high-level or specialised roles for volunteers (either CDEM-trained or spontaneous). Further competencies are available in the CDEM Competency Framework, available on the MCDEM website [www.civildefence.govt.nz](http://www.civildefence.govt.nz), on the publications page.

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| Role description | |
| Role | Volunteer Coordinator |
| Reports to | EM Officer/GEMO Manager **(during readiness)**, and Operations Manager/Controller **(during response)**. |
| Functional Relationships | Volunteers (including spontaneous volunteers), Volunteer Liaison(s), Volunteer Supervisor(s), Operations Manager (and team), other CIMS function managers (and teams), other CDEM personnel, community groups and group leaders, technical experts, representatives from other response organisations. |
| Knowledge/ Experience | To fulfil their role, Volunteer Coordinators’ basic skills and knowledge must include:   * knowledge of CDEM processes and procedures * local knowledge, including community groups * personnel management skills * legislation knowledge * basic logistics knowledge * office procedure skills, and * hazard and risk management skills and knowledge. |
| Personal Attributes | A Volunteer Coordinator needs to have personal attributes that will enable them to undertake the job such as:   * the ability to effectively work with all types of people (from different socio-economic backgrounds and cultures), and * ability to act professionally under stress. |
| Training | A Volunteer Coordinator must participate in training on a regular basis, including exercises and welfare-related training. |
| During readiness | During readiness, the Volunteer Coordinator identifies potential members of the Volunteer Coordination team, and addresses any skill or knowledge gaps by organising appropriate training. Then, with the Volunteer Coordination team:   * gathers information about the community, and completes a volunteering needs assessment * identifies and engages with relevant personnel in CDEM organisations, as well as key community groups, for advice and information, and * develops plans, processes and supporting documents for use during response. |
| During response | During response, the Volunteer Coordinator is responsible for ensuring that:  members of the Volunteer Coordination team are activated   * volunteer coordination workspaces and venues (including volunteer centres) are set up, and continue to be adequately staffed and resourced * the Volunteer Coordination team is liaising continually and working with the IMT * suitable tasks for all volunteers are identified * CDEM-trained volunteers are deployed into roles suited to their skills, and have the appropriate support and resources to complete their tasks * spontaneous volunteers are welcomed, screened, briefed, and deployed effectively and efficiently * spontaneous volunteers have appropriate support and resources for their tasks, and * the efforts of all volunteers are continually recognised. |
| During recovery | During recovery, the Volunteer Coordinator is responsible for ensuring that:   * all volunteers active in the response have access to ongoing support * the experiences and opinions of volunteers are considered in future planning, and * volunteers continue their positive involvement with the CDEM organisation. |