

SAMPLE POSITION DESCRIPTION

Team Leader - Spontaneous Volunteers

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TITLE

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ABOUT SPONTANEOUS VOLUNTEERS

Disasters can strike anywhere and at any time. Community members are very committed to assisting each other, and whether we plan for it or not, volunteers will come forward spontaneously to offer all kinds of assistance at these times. These volunteers are called Spontaneous Volunteers.

These volunteers can be an invaluable additional workforce when effectively sourced and managed and can really make a difference to helping with disaster efforts. Clear understanding of the affected communities' needs and strong management systems are required to effectively utilise these volunteers. Inadvertently, the efforts of Spontaneous Volunteers have been known to, on occasions, cause harm and stress to affected people and disruption to the response and recovery process.

When a disaster occurs, it is essential to have access to appropriately trained Team Leaders to supervise teams of Spontaneous Volunteers. This will help to ensure volunteers who step up at times of emergencies are engaged effectively and appropriately with minimal risk to themselves and the affected members of the community.

POSITION PURPOSE

The Team Leader role has been identified as a vital resource when using Spontaneous Volunteers within response and recovery activities.

When the Team Leaders are activated, they will be required to supervise and oversee the work of their team of Spontaneous Volunteers in providing support to the disaster affected community. The Team Leader will also need to work in collaboration with a broader set of disaster management partners and in accordance with the National Standards for Volunteer Involvement.

The role of the Team Leader operates under the direction and deployment of the [insert organisation] Spontaneous Volunteer Manager.

MAIN DUTIES/RESPONSIBILITIES

- Operational management of Spontaneous Volunteers (including but not limited to briefing, debriefing, ensuring volunteers are fit for the tasks they are undertaking, ensuring volunteers sign-in and sign-out).
- Reporting to the [insert organisation] Spontaneous Volunteer Manager about emerging issues and any critical incidents that occurred.
- Briefing and debriefing of the Spontaneous Volunteers.
- Providing direct supervision of Spontaneous Volunteers.
- Delivering Work, Health and Safety instruction for volunteers.
- Reporting any incidents to the [insert organisation] Spontaneous Volunteer Manager.
- Delegating tasks to the Spontaneous Volunteers.
- Compiling reports on the activities undertaken by their respective volunteer teams for the [insert organisation] Spontaneous Volunteer Manager.

SKILLS AND EXPERIENCE

Essential

- Demonstrated experience in team leadership.
- Experience in leading, motivating and coordinating teams.
- Ability to effectively listen to and communicate with a wide range of people.
- Ability to make effective decisions in stressful situations and stay calm under pressure.
- Strong organisational skills and ability to manage and allocate multiple tasks.
- Ability to work in a potentially changing and demanding environment, with high degree of self-management.
- An understanding of and the ability to apply Workplace Health and Safety processes, and operation risk management skills.
- Ability to accept and adhere to the [insert organisation]'s Code of Conduct.

Desirable

- Understanding of the National Standards and legislative requirements in relation to volunteers.
- Skills in providing emotional support for volunteers.
- Understanding of the Disaster Management context in Queensland.
- Experience with people from diverse cultural and social-economic backgrounds.