

## Roles and responsibilities matrix

Functions	Area councillor	Area council chair	Branch president	Group coordinator	Area coordination and planning lead	Senior area partner	Advisor area support	Administrator	National Board liaison
<b>Area elections</b>	Participate in and support area council nominations and election processes	Ensure area council nominations and elections are held according to the Members' Handbook	Ensure branch nominations and elections are held according to the Members' Handbook	No role	Advise area council to include nominations and elections in area plans	Provide guidance on process	Support with process in line with advisory role	Support with logistics and updating database	Guidance to chair and council as required
<b>Area council, branch or group meetings</b>	Actively participate in decision making at area council meetings	Call area council meetings and oversee all processes related to it	Call branch meetings and oversee all processes related to it	Call group meetings and oversee all processes related to it	Attend area council meetings, share reports and information	Attend as required to provide Membership and Volunteering perspective	Provide support if requested by senior area partner in line with advisory role	Support logistics of area council meetings as required	Attend area council meetings at least once a year
<b>Health, safety, and wellbeing</b>	Promote adherence to our systems and processes, especially for branches and groups	Same as area councillor	Promote branch member adherence to our systems and processes	Promote group member adherence to our systems and processes	Work with chair to identify and resolve issues, support them to follow our systems	Support area coordination and planning lead as required	Support as required in line with advisory role	Support data entry as required	Guidance to chair and council as required (note as Board member the Board Liaison is an Officer under the HSW Act)
<b>Area planning</b>	Review branch and group plans. Contribute to the preparation, review and approval of the draft area plan	Ensure that the area fulfils its planning and reporting requirements	Oversee preparation of the branch plan. Provide planning and reporting information in line with expectations	Oversee preparation of the group plan. Provide planning and reporting information in line with expectations	Provide support for planning and reporting information promoting accuracy and completeness	Support area coordination and planning lead as required	Provide support if requested by senior area partner in line with advisory role	Provide admin support if requested by senior area partner	Guidance to chair and council as required
<b>Membership budgets and finances</b>	Maintain strategic oversight and compliance to agreed financial management requirements	Ensure that the area fulfils its financial management requirements	Ensure the branch operates within Members' Handbook processes and agreed budget	Liaise with the area council for any budget requirements	Provide advice to area council chair to inform area council decision making	Support area coordination and planning lead	Provide support if requested by senior area partner in line with advisory role	Admin support as required	Guidance to chair and council as required
<b>Fundraising</b>	Encourage member participation in local and national fundraising activities	Same as area councillor	Carry out branch fundraising plan	Carry out group fundraising plan	Support fundraising coordination across the area	Promote and help build area and branch fundraising capability	Support senior area partner as required in line with advisory role	Support as required, especially data management	Share context on National Board decisions to area council chair
<b>Area communication distribution</b>	Support the distribution of communications to members	Ensure distribution of communications to members	Support distribution of communications to members	Receive and distribute communications to group as required	Key contact for area council. Support distribution of communication	Key contact for branches and groups. Support distribution of communications	Support as required in line with advisory role	Admin support as required	Share context on National Board decisions to area council chair
<b>Emergency Management (Reduction, Readiness, Response, Recovery)</b>	Support area council chair	Work with area coordination and planning lead and emergency management to align across the 4 R's and in any member response	Support area council within Red Cross response if required	Support area council initiatives	Support emergency management and liase with area council chair during Red Cross emergency responses and across the 4 R's	Support area coordination and planning lead	Assist as required by the senior area partner	Admin support as required by the senior area partner	Share context on National Board decisions or guidance to area council chair
<b>External relationships and partnerships</b>	Represent Red Cross, build and maintain relationships with external partners	Represent Red Cross, make connections in the area, delegate as needed	Represent Red Cross in the local community or delegate	Represent and model Fundamental Principles	Work with area council chair to plan, initiate, and manage external relationships	Take responsibility to lead any membership and volunteering partnerships that are allocated	Provide guidance and assist with monitoring or maintaining membership and volunteering partnerships	Admin support as required	Guidance to chair and council as required
<b>Recruiting and exiting members and volunteers</b>	Support chair as required	Assist in promoting, communicating and reviewing membership processes throughout the Area	Support New Zealand Red Cross recruitment, welcoming and exit processes	Support New Zealand Red Cross recruitment, welcoming and exit processes	Facilitate coordinated approach to recruitment, passing on needs	Lead a positive recruitment, welcoming and exit experience	Carry out the assigned recruitment, welcoming and exit processes	Support assigned recruitment, welcoming and exit processes, especially data entry	Guidance to chair and council as required
<b>Training and development</b>	Understand, identify and promote training opportunities in the Area	Promote opportunities via delegation	Promote opportunities	Promote opportunities	Support senior area partner	Manage the induction, foundation training and development that is provided to members	Maximise opportunities and host trainings	Admin support as required	Provide support and peer guidance to area council via the chair, participate in area council inductions
<b>Recognition</b>	Participate in nomination approval process	Sign off nominations and work with area support team to arrange recognition events	Agree on nominations and submit forms, ensure recognition events are held	Agree on nominations and submit forms, ensure recognition events are held	Liaise with area chair regarding recognition events	Ensure process is carried out to national standards and logistical support is provided	Support senior area partner as required in line with advisory role	Administer the Handbook honours and awards process, forward to area chair and provide logistical support	Guidance to chair and council as required
<b>Dispute and complaint management</b>	Support the area chair in undertaking dispute and complaint management	Undertake members and volunteers dispute and complaint management	Undertake branch members and volunteers dispute and complaint management	Refer disputes and complaints to area council and support as required	Support area chair as required	Advise and support branch presidents and area council chairs management of disputes and complaints	Provide senior area partner with advice and support on processes as required	Support senior area partner with admin assistance as required	Point of contact for area council chair