

Group Coordinator

Overview

The Group Coordinator (Coordinator) provides leadership and coordination to their Group to undertake the assigned programmes, activities or services that fulfils the mission of the New Zealand Red Cross.

The Coordinator provides direction to the Group that enables their continued presence within their local area. Working in partnership with the Area Support Team and Area Council or Branch, the Coordinator cultivates an inclusive and welcoming environment encouraging a one-team approach where members feel valued and well supported to do good in the community.

The Coordinator seeks out opportunities for the Group to grow through diverse volunteer recruitment and new ideas, creating awareness by promoting the work of New Zealand Red Cross in their local area.

This draft is not a formal employment role description but developed for the purpose of aligning all Area governance and leadership roles. It examples how the role works in practice.



Guide to what this might look like:

Leadership

- Encourage member adherence to all New Zealand Red Cross policy and procedures.
- Promote an awareness of the values, principles, and history of the International Red Cross and Red Crescent Movement and New Zealand Red Cross.
- Lead by example, modelling and encouraging member adherence to the Fundamental Principles that displays New Zealand Red Cross' expectations on behaviour (e.g.: Code of Conduct), and promoting diversity, equity, and inclusion.
- Actively support our commitment to uphold Te Tiriti o Waitangi | The Treaty of Waitangi and our humanitarian mission to improve the lives of vulnerable people.

Group meetings

As needed, call Group meetings to coordinate any Group related activities.

Area communication distribution

Receive and distribute Red Cross communications with group members as required via effective and secure platforms (e.g.: social media, email, phone).

Budgets and finances

Deliver activities within the budget and resources agreed in the Group annual plan (e.g.: Meals on Wheels, Knitting Group, Curtain Bank).

It also might look like:

Area Planning

- Oversee preparation of the Group's annual plan making sure it follows the guidelines, is aligned with Strategy 2030 and is submitted to the Area Chair on time.
- Provide planning, monitoring, evaluating and reporting information to the Area Council in line with expectations.
- Liaise with the Area Council for any budgetary requirements.
- Identify and manage any risks for Group activities.
- Provide support to the Area Coordination and Planning Lead for any needs assessment seeking out opportunities within the Area.

Health, safety and wellbeing

- Promote a focus on health, safety and wellbeing (e.g.: raising awareness about the wellbeing resources and support that is available).
- Collaborating with the Area Support Team, help members and volunteers understand and adhere to New Zealand Red Cross health safety and well-being procedures related to member-led facilities and activities.

Emergency management (Reduction, Readiness, Response, Recovery)

- If required, assist the Area Council with any New Zealand Red Cross-coordinated emergency response (e.g.: calls to check on the welfare of members or provide catering).
- Support in business continuity (e.g.: continued delivery of Meals on Wheels in emergencies).
- Support with connections to key groups and communities in the local area and raise awareness of community and member needs.

Relationship and partnerships

External

- Collaborate with other local groups, communities, Iwi, Hapū, organisations and businesses to achieve our mission, growing our reputation.
- Represent the Group to raise the public profile of New Zealand Red Cross to build and maintain diverse and inclusive relationships locally, attending gatherings, meetings and events as needed.

Internal

- Represent the Group and liaise with the Area Council, Branch, Area Support Team and group members.
- Collaborate with Group members, area councillors, Branch, volunteers, and Area staff to coordinate the effective delivery of Group activities, programmes, and services.

Fundraising

- Ensure the Group fundraising plan is implemented.
- Liaise with Community Fundraising for Group event planning and logistics (via Area Coordination and Planning Lead).
- Request support from Communications & Marketing for Group fundraising events.
- Promote and participate in local area and national fundraising activities.
- Encourage Group member participation in local area and national New Zealand Red Cross fundraising activities.

Governing members and volunteers

Recruiting and exiting

- Encourage a positive onboarding experience of members and volunteers into Group activities in partnership with the Area Support Team.
- Advise Area Support Team of recruitment needs for good succession.
- Create a positive exit experience (e.g.: hold a leaving event, a card of appreciation).

Training and development

- Promote training and development opportunities to group members.
- Participate in induction and training opportunities as needed.

Recognition

- Follow the Honours and Awards processes as outlined in the Members' Handbook, with support from the Area Support Team.
- Encourage the celebration of Group member's voluntary service through recognition events that are accessible to all Red Cross people (e.g.: morning tea, end of year celebration).

Dispute and complaint management

- Notify Area Council or Branch Committee of any group member issues in a timely, effective and unbiased manner.
- At the Group level, effectively manage and resolve any member disputes (e.g.: issues of unacceptable behaviour, discrimination, bullying or harassment) in a timely and unbiased manner.
- Escalate any unresolved member disputes within the Group to the Area Council or Branch Committee for effective and timely resolution.