Advisor Area Support

Overview

The Advisor provides information, advice and support on membership and volunteering processes that assures the delivery of programmes and activities are in line with NZRC best practice and process guidelines.

Knowledgeable in NZRC policies, procedures and the Members' Handbook processes, the Advisor supports members and volunteers to understand NZRC's organisational requirements. They share their knowledge within their own Area and within programmes across the other Areas to promote best practice and improved service delivery.

With a focus on enhancing the member and volunteer experience, the Advisor collates member and staff feedback and offers their own observations and insights for improvements to membership and volunteering processes and procedures.

The Advisor has a key role in upskilling members and volunteers, leading member inductions and promoting training and development opportunities for members and volunteers.

The Advisor reports to the Senior Area Partner, who supports their work planning, prioritisation, performance and development.

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

• Provide advice on policies, procedures and processes according to the Member's Handbook.

• Promote an awareness of values, principles, and history of the International Red Cross and Red Crescent Movement and NZRC.

• Lead by example, modelling and encouraging adherence to the fundamental principles that displays NZRC's 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.

Area Council elections

Provide advisory support to the Area Council to carry out nominations and elections and other Members' Handbook processes.

Area communication distribution

Support Senior Area Partner as required and in line with advisory role.

Area Council meetings

Provide support if requested by Senior Area Partner in line with advisory role.

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It also might look like:

Area Planning

• Provide advisory support for area planning where needed and agreed by the Senior Area Partner.

• Provide support with monitoring and reporting if requested and agreed by Senior Area Partner in line with advisory role.

• Support programme and activity planning and alignment.

• Support needs assessment.

Health, safety and wellbeing

• Promote a focus on health, safety and well-being, e.g., spreading what well-being resources and support are available.

• Participate in health, safety and well-being induction and training.

• Support the Senior Area Partner in providing advice on policies, processes and procedures on health, safety and well-being.

Relationship and partnerships

External

Provide advice and assist the Senior Area Partner in monitoring or maintaining membership and volunteering partnerships and relationships.

Internal

Begin, build, and maintain collaborations with Area Councillors, Branches, Groups, members, volunteers, and staff, providing advice on members and volunteers induction and onboarding, recruitment, retention, training, and exit.

Emergency management
(Reduction, Readiness, Response, Recovery)

Assist during emergencies as required and agreed by the Senior Area Partner.

Fundraising

• Promote Area fundraising activities.

• Encourage member participation in local area and national NZRC fundraising activities.

• Support the Senior Area Partner with planning and logistics for national fundraising activities.

Managing members and volunteers

Recruiting and exiting

Support Area Council induction and NZRC Member and volunteer onboarding to foster and encourage connectedness between members and employees to deliver on NZRC's mission.

Training and development

• Provide advisory support for area council training and induction, such as helping to develop and deliver relevant material, ensuring it is accessible to and inclusive for diverse members.

• Support Area Council training.

• Support onboarding and training processes, including coordinating delivery of training across the Area.

Recognition

Support the member recognition processes in your area as required, especially logistical support (e.g.: honours and awards).

Dispute and complaint management

Provide support to Area Council to ensure effective, timely and unbiased management and equitable resolution of member disputes, and issues of unacceptable behaviour, discrimination, bullying or harassment as agreed with the Senior Area Partner.

Team Structure
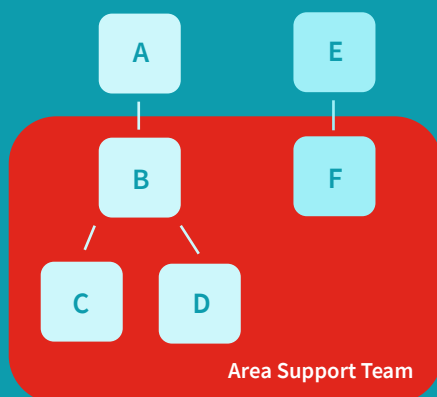
A) **Director Membership and Volunteering**

B) **Senior Area Partner**

C) **Advisor Area Support**

D) **Administrator**

E) **Director Coordination and Planning**

F) **Area Coordination and Planning Lead**

Area Support Team

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