

Ministry Volunteer & Leaders Team Coordinator

Job Description

Your Job Purpose

- The Volunteer and Leaders Team Coordinator is responsible for overseeing and managing all volunteers, leaders, and LITs during camps and events, with the assistance of Ministry Team members.
- This role includes ensuring recruitment, training, vetting, and ongoing support throughout Ministry camps and training sessions.
- Supports and encourages our volunteers (Leaders, LITs, Support Leaders, etc.) during camp, leaders trainings, social gatherings and events such as Leaders Hangouts.
- The Coordinator supports and encourages volunteers (Leaders, LITs, Support Leaders, etc.) during camps, leader trainings, social gatherings, and events such as Leaders Hangouts.
- A crucial part of the role is maintaining a positive and safe environment for both volunteers and camps, ensuring that all camp operations run smoothly.

Our Mission

Totara Springs is a Christian camp that brings God's love to each person who visits. We are especially committed to serving our guests with outstanding hospitality.

Organisational Context

<i>Responsible to:</i>	Ministry Development Team leader
<i>Direct reporting roles</i>	Volunteers, Leaders, LIT's
<i>Department and Team</i>	Ministry Development Team
<i>Functional Relationships (internal and external)</i>	Ministry Development Team Team Leader Instructor/Host team Volunteers, Church groups, Community Organisations, Schools, Parents

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Your Key Job Responsibilities and Performance Expectations

Programme Delivery and Coordination

- Oversee the delivery of Totara Springs leaders in Ministry camps and Leader Development Camps (e.g., leaders' training days and Hangout weekends).
- Oversee the recruitment, vetting (including police vetting), and onboarding of all camp volunteers and leaders.
- Lead orientation sessions for volunteers and leaders before each camp session begins.
- Supervise and support all volunteers and leaders during camp, ensuring they understand and fulfill their responsibilities.
- Provide effective leadership, delegation of work, and direction to those supporting the Ministry Camps and Events, to ensure each camp is successfully coordinated and delivered (including accommodation allocation), and the guests have a positive, lasting experience. Each camp or programme delivered must have a clear project plan, and the Volunteers, Leaders, and LITs at camp and events must know what is expected of them and when, well in advance.
- The sourcing or recruiting of volunteers at other Christian events as required, such as HM Rage and Elevate.
- With support from the Ministry Team and Team Leader, undertake the attraction, selection, and training of Volunteers, Leaders, and LITs.
- Coordinate the development of the volunteer pool to assist with ministry programmes (JKids, Senior kids, Teens camp) as required.
- Effectively collaborate with other teams and team leaders to ensure auxiliary services (i.e. Catering, housekeeping, bookings, and AV) are executed as per expectations and to ensure Volunteers, leaders, LIT's have a lasting positive experience.
- Follow up on and complete the appropriate H&S reporting of Volunteers, leaders, LIT's risks, injuries and near misses. This includes timely and professional communications with parents/guardians regarding medical conditions/concerns/incidents.
- With support from the Ministry Team and Team Leader, undertake the attraction, selection and training of Volunteers, leaders, LIT's

Communication and Support

- Serve as the primary point of contact for all volunteers and leaders, ensuring effective communication of camp schedules, responsibilities, and updates.
- Regularly communicate and check in with Volunteers, leaders, LIT's before, during and after the camp. Collate feedback and comments to support continuous improvement of Ministry Development Programmes.
- Conduct regular check-ins with volunteers and leaders to provide feedback and ensure their well-being.
- Address any issues or conflicts that arise among volunteers and leaders promptly and effectively.
- Collate feedback and comments from volunteers, leaders, and LITs to support continuous improvement of Ministry Development Programmes.

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Emergency Management

- Act as the primary contact for any emergencies involving volunteers or leaders, coordinating with camp administration and emergency services as necessary.
- Ensure all volunteers and leaders are trained in emergency procedures and understand their roles in the event of an emergency.

Spiritual

- Ensure that all holiday camp programmes share the life-changing message of the gospel alongside other core Christian beliefs from the Bible.
- Investigate and seek out opportunities to integrate spiritual stories and values (e.g., quality living, and The Story of Tarore) into all our camp programmes (e.g., EOTC, and recreational camps).

Business Development & Relationships

- Develop content for and undertake the marketing and promotion of the Volunteer, Leaders & LIT's involvement using multiple channels (i.e. social media platforms, word of mouth, emails etc).
- Support the development of relationships with our local community groups and churches that can mutually benefit from a collaboration with TSCC.
- Support the maintaining of relationships with past leaders, summer team members, volunteers and programme contributors for the benefit of growing the TSCC programme and support available to deliver future camps.

Financial

- Assist with the development of Ministry Leaders, LIT's, Volunteer budgets and reporting of actual performance to the team leader.
- Ensure Leaders & Volunteer program are operated in a fiscally responsible manner.

Health and Safety Management

- Actively participate in the health and safety (H&S) responsibilities as outlined in the H&S Management Programme.
- Follow all established work procedures regarding H&S requirements, including the use of PPE, regardless of location (e.g., at camp or off-site). Know and refer to the latest health and safety manual.
- With the support of the Team Leader, respond to and address any Volunteer misconduct, issues relating to behaviour management and/or personal safety or any other sensitive matters.
- Any actions and responses taken are done in a caring and considerate manner, as per our policies and procedures. Including the timely escalation of issues to the Team Leader and H&S Rep.
- Actively participate in the identifying and reporting of hazards.
- Actively participate in rehabilitation and return to work procedures following an (work-related or non-work-related) accident, including the sharing of relevant medical information and attendance of medical appointments/assessments.

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- Actively promote and support health and safety, and well-being initiatives or opportunities for improvement.
- Stay abreast of OSCAR requirements and developments. Participate in appropriate training on an annual basis.

People, Leadership and Culture

- Be a role model and lead others in a manner that is aligned with the TSCC values. Incorporate Our Mission into everything that you do. This includes demonstrating an awareness of and working in a manner that adds value and grows a positive team culture.
- Assist with preparing volunteer agreements and leader's manuals and ensure that all volunteers complete police vetting.
- **Training and Development**

Policy and Procedure Compliance

- **Ensure that all volunteers and leaders are familiar with and adhere to camp policies and procedures and TSCC Leader Manual.**
- **Implement and enforce safety protocols, including behavior management and discipline procedures, to maintain a safe camp environment.**

Training and Development

- Develop and implement training programs for volunteers and leaders, ensuring they are equipped to fulfill their roles effectively.
- Provide ongoing support and guidance to volunteers and leaders to foster their growth and improve camp operations.

Professional Development

- Participate in professional development initiatives and demonstrate an awareness of self and how one's behaviour and conduct may impact others.
- Take responsibility for discussing own performance and professional development with direct manager.
- Demonstrate commitment to up-skilling and further developing specialist knowledge and best practice initiatives.
- Assist with and support Bible study and the development of content for spiritual and leadership development at TSCC

Other Projects/Duties as assigned

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- Work in a manner that is aligned with our values, TSCC employee handbooks, policies and relevant legislation, in particular policies relating to conflicts of interest and confidentiality policies in all guest, TSCC community and team interactions.
- Fulfilled all other assigned responsibilities and/or project work in a professional and timely manner (i.e., dishes, cleaning, activity leading, etc.)

Workload Management and Cross-Team Collaboration

- Regularly discuss current workload and capacity with the Team Leader.
- Collaboratively determine availability for assisting other teams.
- Engage in cross-team tasks where able, considering existing responsibilities.
- Communicate openly about workload constraints and potential conflicts.
- Prioritize tasks in consultation with the Team Leader to maintain balance.

Your workload breakdown

30% Programme Development

30% Programme Delivery

20% Business Development & Relationships and Financial

15% Other Duties

3% Health & Safety

2% Personal & Professional Development

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Person Specification

What you need to have to do this job well and be successful.

The following demonstrates the expectations of an effective and competent job holder. This is not meant to be a full and exhaustive list, and it may change or be amended over time because of changes to industry practices, technology or job responsibilities for example.

Experience and Qualifications

- Previous experience leading and developing a youth programme and/or ministry programmes
- Previous event management or youth programme leadership experience, including health, safety, and risk management
- Experience working with and leading volunteers
- Demonstrates a personal commitment to the mission and spiritual goals of TSCC
- Qualification in youth and community leadership, education, counselling or similar would be advantageous

Technical Competencies

- Good knowledge of health and safety requirements for events or in a camping/outdoors environment
- Demonstrates an inclusive and engaging communication style
- Has a guest and participant centric approach to the delivery of programmes and events
- Excellent communication skills (written and verbal) and an engaging presentation style
- Programme or event coordination and planning expertise
- Project management and event delivery expertise
- Holistic proactive approach to wellbeing in the workplace

Interpersonal Relationships and Communication

- Good listener that can negotiate effectively and guide or influence people to act and follow correct procedures
- Written and verbal reports are clear, concise, and appropriate to the audience
- Motivates and inspires people towards positive change
- Explores possibilities and alternatives in collaboration with stakeholders
- Develops productive relationships and maintains an atmosphere of trust

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- Effectively resolves conflict and communicates disagreement without being disagreeable, offending, or building resentment.
- Takes the initiative to build/strengthen relationships with others.

Work styles and personal attributes

- Ability to prioritise workloads through proactive planning, delegation and can work to timeframes and/or under pressure whilst maintaining professionalism (both in manner and delivery of work)
- Seeks and demonstrates ownership of issues and solutions, and resilience when faced with challenges and adversity
- Awareness of the impact of own work style and decision making on others
- Able to work collaboratively to engage diverse interest groups whilst driving progress
- Acts through effective and pragmatic decision making, that involves affected stakeholders proactively.
- Embody the values and spiritual mission of TSCC in every strategy and action.
- Embraces the social responsibilities of the position and is a regular contributor/member of a faith community (Christian Church)
- Maintains and upholds standards in an ethical and consistent manner
- Takes appropriate and reasonable steps to solve problems or improve the status quo
- Self-starter that sets and achieves own goals.

Physical Attributes

- Able to work long hours and shifts as required to support the effective delivery of large-scale events
- Can effectively manage interpersonal reactions and emotions when under stress