

Volunteer Coordinator/ Crew Secretary Job Description

Responsible to the Unit Board/Committee

Key Relationships

- Unit volunteer members
- Regional Manager and other regional staff

Purpose of the Position

To provide support and assistance to unit volunteers to enable them to participate in the effective operation of their unit activities.

Responsibilities

1. Manage inquiries from potential new volunteers ascertaining their suitability for a role within the Coastguard as either 'on water', 'in air' crew, 'shore crew' or administrative support. Provide an overview of Coastguard and their potential role along with the training to be undertaken and time commitment expected of volunteers.
2. Undertake Police check or fire and proper person check (a reference check with an employer or other person can assist with this).
3. Induct new volunteers into the unit: ensure all paperwork is completed regarding contact details etc after probationary period (if any) is completed.
4. Manage crew rosters.
5. Manage allocation of PPE (personal protective equipment), uniform, pagers and arrange for repairs and maintenance or replacement of equipment as necessary.
6. Review of 3 and 6 months with the new volunteer to evaluate how they fit with the unit and how the unit fits with them.
7. Arrange appropriate counselling support for crew members after any SAR Operation where a death or other traumatic incident has been attended.

Knowledge and Skills

Ideally the Volunteer Coordinator / Crew Secretary should be someone who can

- Interact and communicate well with others
- Has good people skills

Supporting Information for Volunteer Coordinators / Crew Secretary

Recruiting Volunteers

Traditionally Coastguard has focused on recruiting volunteers as wet or air crew. However it is now recognised that there are many tasks that go into the successful operation of a Coastguard Unit and seeking volunteers for specific tasks is a useful way to spread the workload.

Identify the task(s) – why do you need someone

Ten Steps to Success!

- Identify the task(s)
- Develop a position description or task list
- Recruit a suitable volunteer
- Interview the volunteer
- Check references
- Carry out a police or fit and proper person check
- Confirm the appointment
- Build in a trial or probationary period
- Hold orientation/ induction session
- Create formal and informal opportunities for feedback

Developing a Position Description

Tell people what you want them to do.

Include the following

1. Background. Tells something about the organisation. e.g. Coastguard is a charitable volunteer organisation that provides the primary marine search and rescue service in New Zealand.
2. Position Title. e.g. Treasurer
3. Who are they responsible to? e.g. Unit Board / President
4. Purpose of the position. What is it for? e.g. To have overall financial management for the unit and provide the Unit Board with financial information to enable them to make sound financial decisions.
5. Tasks. What are the key things that the person will have to do?
 - i. Keep financial records
 - ii. Prepare annual budget
 - iii. Provide monthly financial report

Recruiting a Suitable Volunteer - *Finding the right person.*

- Use existing networks. Are there already people in your organisation who know someone who has shown an interest in volunteering?
- Advertise the vacancy in your local notice boards in supermarkets, libraries or shops.

- Send the advertisement out by e-mail to your contact list and ask others to do the same.
- Select a person you think would be good for the position and ask them if they want to do it!
- Think about training organisations: is the position suitable for someone wanting work experience?
- Contact your local volunteer centre and open the position with them.

Interviewing the Applicant

Invite the applicant to meet with you for an interview or come along to a training evening. Set aside some time to have an uninterrupted discussion about the role and Coastguard with them. Find out what motivates them to join Coastguard and if they are able to make the commitment necessary to be part of your unit team.

Some sample questions are

- Tell me about a time when you have worked as part of a team?
- Tell me about a time when you used your own initiative.
- Why would you like to join Coastguard?
- What experience do you have of (whatever the role is)?
- Tell me about any training or experience you have had in this field.

Does the applicant have any questions?

Thank them for their time. Let them know when they can expect to hear from you or what the next steps are to joining your Unit

References

If the role is a responsible one or if you feel that you'd like to know more about the person before offering them a role or inviting them to join Coastguard then ask them for at least two referees who you can contact. Two referees because this should help provide a wider objective view of their personality and their potential fit with your Unit. An bit of time spent checking someone out can save a lot of disruption in the long term.

VOLUNTEER INDUCTION CHECKLIST

Organisational Issues

	Done	Date
Introduction to Coastguard (supplied by CNZ via CPOS)		

Volunteer Records and Procedures

	Done	Date
Volunteer Agreement		
Volunteer Information Form – contact details, next of kin etc		
Expenses Reimbursement		
Training Matrix and Crew Log book issued		
Support		
Uniform		
PPE		
Rosters		

Policies

	Done	Date
Standard Operating Procedures		
Health & Safety		
SSM		
Dealing with the media		
Complaints procedure		

Practical Details

	Done	Date
Tour of station / buildings		
Introduction to other volunteers		
Introduction to CRV or Aircraft		
Tea/coffee/kettle/toilets		
First Aid		
Fire Drill		

