Special Olympics Ireland
a place for everyone!

Job Title: Family/Information Services Coordinator

Reporting to: Operations Manager

Brief summary: The Family/Information Services Co-ordinator will represent Special Olympics Ireland Families Programme at the event and ensure the smooth operation of the Family Hospitality Area. He/she will also plan and manage Information services at the Event ensuring that all attendees have access to information that is accurate, interesting and relevant as well as ensuring that they have access to a lost and found service. Families Services volunteers will be the main point of contact for attending Family Members during the event.

Key tasks & responsibilities checklist

Pre-event **Completed (✓)**

- Develop the event day plan for Family/Information Services ……..……..…. ☐
- Develop the pre-event action plan for Family/Information Services ……..... ☐
- Confirm volunteer requirements and forward request to Volunteer Services Coordinator ……..... ☐
- Plan the lay-out of the Information desk/family hospitality area ……..…… ☐
- Decide what information will need to be available at the information desk, gather as required …...……... ☐
- Ensure a sufficient supply of family registration forms, brochures and appropriate information ……..…. ☐
- Create a recording systems for questions/issues that arise …… ☐
- Ensure Family hospitality area will have sufficient refreshments and snacks (where applicable) ...…… ☐
- Gain a thorough understating of the overall event day plan and the venue layout ……... ☐
- Plan a lost and found facility…….…… ☐
- Contact all Family/Information Services volunteers to brief them ……..…… ☐
- Create a roster for Family/Information services volunteers, allowing time for breaks ..... ☐

Event day

- Brief all Family/Information Services volunteers at start of day …..…… ☐
- Assign volunteers to their roles and positions ……..…… ☐
- Set up the Information desk/family hospitality area ……. ☐
- Coordinate and oversee the work of all Family/Information Services Volunteers ……... ☐
- Check in with volunteers throughout the day……..……..…… ☐
- Rotate volunteer positions as necessary …... …… ☐
- Ensure Family/Info. area is kept clean and tidy, ensuring health & safety guidelines are adhered to …….. ☐
- Report important issues to the Operation Manager ……... ☐
- Record any questions/issues that require action after the event …… ☐
- Make sure areas being used by Family/Information are returned to their original state ……..……. ☐
- Debrief volunteers at end of day ……... ☐

Post-event

- Attend post Event wrap-up meeting ……..……... ☐
- Complete evaluation of Family/Information Services and forward to the Operations Manager ……..... ☐
- Forward all lost property to the RSDO with relevant details……. ...…… ☐
- Forward record of questions/issues that require action to the RSDO ……...…… ☐