

VOLUNTEER SERVICES COORDINATOR

Job Title: Volunteer Services Coordinator

Supported by: Operations Manager

Brief summary: The Volunteer Services Coordinator is the point of contact for all volunteers working as part of the Event Management Team . He/she should ensure that all volunteers are deployed appropriately, valued and recognised for their time and contribution.

Key tasks & responsibilities checklist

Pre-event

Completed (✓)

Attend final Core Event Management Team meeting	<input type="checkbox"/>
Gather key information on the Event to have available for volunteers.	<input type="checkbox"/>
Plan the lay-out of the check-in desk and volunteer break area	<input type="checkbox"/>

Event day

Set up volunteer check-in area.	<input type="checkbox"/>
Check in all volunteers and check volunteer IDs. Issue volunteers their lanyard and bib.	<input type="checkbox"/>
Implement the imagery consent process at volunteer check in	<input type="checkbox"/>
Let them know who their coordinator or manager is and provide information on briefing area, time and volunteer break area.	<input type="checkbox"/>
Check with each Manager/Coordinator that they have briefed and explained the roles to each volunteer	<input type="checkbox"/>
Link with the Event Manager to ensure that priority roles are filled	<input type="checkbox"/>
Check in with volunteers throughout the day, ensure they are kept motivated	<input type="checkbox"/>
Check in with Managers/Coordinators throughout the day (monitor job rotation, breaks, support, etc.)	<input type="checkbox"/>
Collect bibs and lanyards and thank volunteers as they depart	<input type="checkbox"/>
Ensure volunteer check in sheet is returned to an SOI Staff Member or Regional Office for attendance recording.	<input type="checkbox"/>

Post-event

Provide feedback to the Operations Manager on the event.	<input type="checkbox"/>
If requested; attend the Core Event Management Team debrief meeting.	<input type="checkbox"/>