

## VOLUNTEER ROLE DESCRIPTION

### ON-SITE COORDINATOR

#### What does Courage to Care do?

Courage to Care is a social acceptance and upstander education program which demonstrates the importance of standing up to prejudice and discrimination wherever it occurs. It empowers participants to realise that they, as individuals, can make a difference.



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Programs are delivered in schools, universities and workplaces, or in conjunction with a travelling exhibition and are tailored to meet the requirements of each specific audience. Depending upon the number of participants and location, the programs may be scheduled for one day only or across several days or weeks. Each session usually runs from 90 minutes to two hours and includes a presentation, survivor story and discussion workshop.

#### What is your role as On-site Coordinator?

Manage delivery of the Courage to Care program and the onsite volunteer team at exhibitions and other programs delivered to large groups. Represent Courage to Care as our recognised authority on site and be alert to any matter pertaining to the welfare of your team.

#### What is the outcome you need to achieve through coordinating?

Ensure smooth and professional operation of the program and deal satisfactorily with any issues that arise onsite, referring broader issues on to the Program Manager.

#### How are you expected to achieve this?

- Manage the program onsite, including communication with the team, preparing schedules and resource materials prior to going onsite, and briefing and debriefing the team each day.
- Welcome all incoming groups and ensure that their movement through the program is coordinated and supervised at all times.
- Provide an introduction and a wrap-up for all participants in the program.
- Maintain cordial relationship with host venue, volunteer team and participants
- Be the first port of call onsite, communicate with diplomacy, handle sensitive issues appropriately, resolve issues as they arise and refer on as required.
- Ensure a smooth handover to the next coordinator at exhibitions.

#### What are the skills and knowledge required?

- Good organisational and project management skills.
- Good liaison, communication and interpersonal skills.
- Attention to detail in regards to management of time and material.
- Public speaking skills and the ability to engage students and adults alike.
- Good problem solving skills and ability to multi-task and deal with changing circumstances calmly and creatively.
- Time management skills – to ensure each program component is completed within given timeframes.
- Good team management and teamwork skills. The Courage to Care program requires all on-site volunteers to work closely together and the coordinator's role is to ensure that differences and difficulties are resolved.
- Self-evaluation skills – ability to be self-reflective in order to identify strengths and be open to receiving constructive feedback.