

Area Coordinator

Responsible to: Trustees and Managing Director

Area: People & Operations

Current Initiatives: Brand Growth/Partnerships, Ideal Volunteer and Whanau Journey

Hours per week: 40 hours per week

Locational Area:

Purpose of the role: To lead a team of Regional Coordinators in their role of supporting local whānau and volunteers in their designated regions. To connect and form relationships with community organisations at a Area/Regional level, increasing our brand awareness, sourcing prospective volunteers, funding and sponsors, and training and overseeing the day to day needs of the Regional Coordinators.

Areas of responsibility:

1. Recruit high calibre Regional Coordinators (RCs)

- Work with our Head Office Admin Team, Managing Director and Trustees to recruit Regional Coordinators (RCs) that have the personal and professional skills and experience to conduct sensitive and informative intake interviews with whānau. Recruit, onboard and support volunteers, match volunteers with whānau and oversee the successful whānau /volunteer relationship.
- Use your professional and social networks to promote current roles needed (RCs)
- Help develop the expectations for the RCs to give clarity on what is needed and required.

2. Onboard, lead and mentor

- Ensure each RC is set up for success by making sure they have all the tools and resources they need to do the job
- Together with the RC, develop and agree on expectations, targets and dates
- Guide and support RCs to feel confident with the interactions they are having with whānau during client intakes and with recruitment and onboarding and supporting of volunteers.
- Lead quarterly connections that help RCs gain more knowledge and skills, and connect them to our mission and purpose and to the wider team.

3. Manage communications

- Maintain relationships with our key partners in the community
- Connect our RCs with local and national stakeholders and co-referring agencies to more fully support whānau and their unique needs.
- Develop a planned approach to communications with RCs, making sure they know what they need to do and letting them have a voice to communicate the needs of their region.
- Work with the marketing team and admin team to develop communications that RCs can use across several channels.
- Work with the Head Office Team to communicate clear, consistent, uplifting messages that aim to engage and have call to actions when necessary.

TRAINING AND DEVELOPMENT

We want you to feel inspired, confident, and energised about what you are helping us achieve. To do this we provide the following for you:

- Onboarding – learn more about Mums4Mums, how you can connect your own values to our mission and gain the skills and approach you need to be successful in this role.
- Tools – to help you carry out your role and make the best matches possible.
- Coaching – to support your journey in being an amazing Community Leader and Influencer.
- Training – Ongoing training opportunities will be provided to ensure upskilling and continuous development.

KEY PERSONAL EXPECTATIONS AND APPROACH

Relationship Building You get to know people on a personal level and care about their needs and hopes. You instill trust in people, and this lets you build relationships quickly.

Coaching You understand how important it is to coach and lead your team. Using coaching, feedback and development techniques to bring out the best in your direct reports.

Communication You communicate clearly through whatever channel you are using. You know conversations work best when they're two-way and both parties can listen and speak.

Connection & Belonging You go out of your way to make people feel welcome and comfortable. You include them in your conversations and make sure their voice is heard.

Time Management You understand how important it is to spend the right amount of time in the right area, depending on the need, and you meticulously map out your time to spend it where it will have the biggest impact

Persistence You don't give up easily and you understand that sometimes you may need to change your approach to better align with what you need to achieve

Resilience You understand that constructive feedback is not personal but merely part and parcel of growing as a person. You bounce back quickly and use your curiosity to learn from setbacks.

Curiosity You regularly ask questions and seek to understand instead of judge. You listen with intent and feel confident rephrasing hard to understand information to make sure you're on the same page.

KEY SKILLS REQUIRED

- Comfortable and confident using Microsoft Office and Google G Suite (includes email, sharepoint and Teams)
- Comfortable and confident using social media (mainly Facebook and Instagram)
- Experience with a Customer Relationship Management (CRM) system is preferred but if not then a willingness to learn.

VOLUNTEERING & SUPPORT

We appreciate all the time, energy and love you put into helping us with our mission of connecting generations and building supported families. We understand that lives get very busy sometimes, if you find that you are unable to commit to the tasks outlined due to your time being restrained then please reach out and let us know. We want to support and work with you as much as we do our members.