

## Regional Coordinator

**Responsible to:** Executive Director

**Area:** People & Operations

**Current Initiatives:** Ideal Volunteer and Whanau Journey

**Hours per week:** 10- per week to start

**Purpose of the role:** To conduct intake meetings with referred whanau to our program and to assist with recruiting and onboarding of volunteers. Additionally, there will be scheduling and administrative duties and weekly reporting to Executive Director and attending fortnightly team meetings. You will be the heart of your community and the team as you are the one meeting everyone, connecting all the dots and making sure everyone is happy and things are running smoothly.

**Areas of responsibility:**

1. Recruit and support high quality volunteers

- Work with our Head Office Admin Team and Executive Director to recruit Volunteers that have the heart and passion to support new mums and newborns in the community. Be comfortable with the use of technology, emails, apps, texting, and filling in forms, scheduling, and general administrative responsibilities. Can stay calm in a storm and have good customer service, communication and conflict resolution skills.

2. Whanau intake meetings

- Once you receive the referral you will contact the family via text and/or phone call to check in to see how they are doing, introduce yourself and make the intake meeting.
- Conduct 40–60-minute whanau intake meetings explaining the history and services of Mums4Mums, set up the opportunity in our volunteer management system and seek to recruit and match volunteers to support the whanau.
- Complete weekly scheduling and distribute schedules to whanau and volunteers.
- Guide and support whanau and volunteers and ensure good communication is maintained and everyone is comfortable and supported in their experience.

3. Manage communications

- Maintain relationships with our key partners in the community
- Attend M4M training, meet and greets and events and be available to meet with referring agencies in their region.
- Develop a planned approach to communications with volunteers and whanau and provide a summary to your Executive Director on any challenges that need to be resolved.
- Work with the Executive Director and Head Office Team to communicate clear and consistently.

## TRAINING AND DEVELOPMENT

We want you to feel inspired, confident, and energised about what you're helping us achieve. To do this we will 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.

## 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.

**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, Outlook Email and Calendar, Signal APP, etc.
- Comfortable and confident using social media (mainly Facebook & Instagram)
- Experience with a Volunteer Relationship Management (VRM/CRM) system is preferred but if not then a willingness to learn Mums4Mums Volunteer Management System.

## 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.

We are looking for Regional Community Coordinators in the following locations:

- **Bay of Plenty** – Rotorua, KatiKati, Waihi, Omokoroa, Whakatane
- **Waikato** – Cambridge, Hamilton

You must be:

- A fantastic communicator and not afraid to make a phone call
- A people person, who enjoys meeting new people.
- IT savvy...mainly emails, our database & social media (Facebook)
- Organised and meticulous.
- Gracious and patient
- Keenly observant

This role is an important and very rewarding one. You will be the key person in your area and will be the liaison with H/O. You will be involved in all manner of things from recruiting the volunteers and meeting new whanau clients, organising meet and greets and training, promoting Mums4Mums to people and the wider community.

This role would be ideal for a stay at home or part time working parent, or semi-retired/retired person. You must be able to commit to 10-hours of work a week. These hours may grow over time (eg. 20-25 hours) and we will confirm with you when we see that trend if you are ok to accommodate those extra hours.

If you think this sounds like something, you might be interested in please get in touch with us. We'd love to see a copy of your CV, as it would help us to know where your skills are, but more importantly telling us why you'd like to get involved with Mums4Mums and why you think you'd be great for this role.

You will meet strangers who in time become friends and extensions of your family. The role is challenging but incredibly rewarding for you and transformational for the whanau we support.

Aroha in Action!