



Team Leader Responsibilities

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**Volunteer
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Before, during & after your project

On the day, the Team Leader is the **link** between the company, the volunteers and the host organisation where the work is being carried out.

In small companies, the Project Coordinator and Team Leader may be the same person. In companies where the project is initiated by a senior staff member who will not be present on the day, or who have larger teams, **extra Team Leaders** should be appointed for each site or mini-team.

The Team Leader should have the time available to work on the project and enjoy being a communicator and organiser. Public speaking, discretion, decision making ability, initiative and a sense of humour are all **key ingredients** of a Team Leader.

The role of the Team Leader is to manage the group – offering support, ensuring safety, facilitating fun and achieving goals.

Managing the group is about **supporting a team** of individuals operating outside their usual work environment, to work efficiently and effectively to achieve an agreed goal.

The following recommendations can assist Team Leaders when managing team volunteering projects.

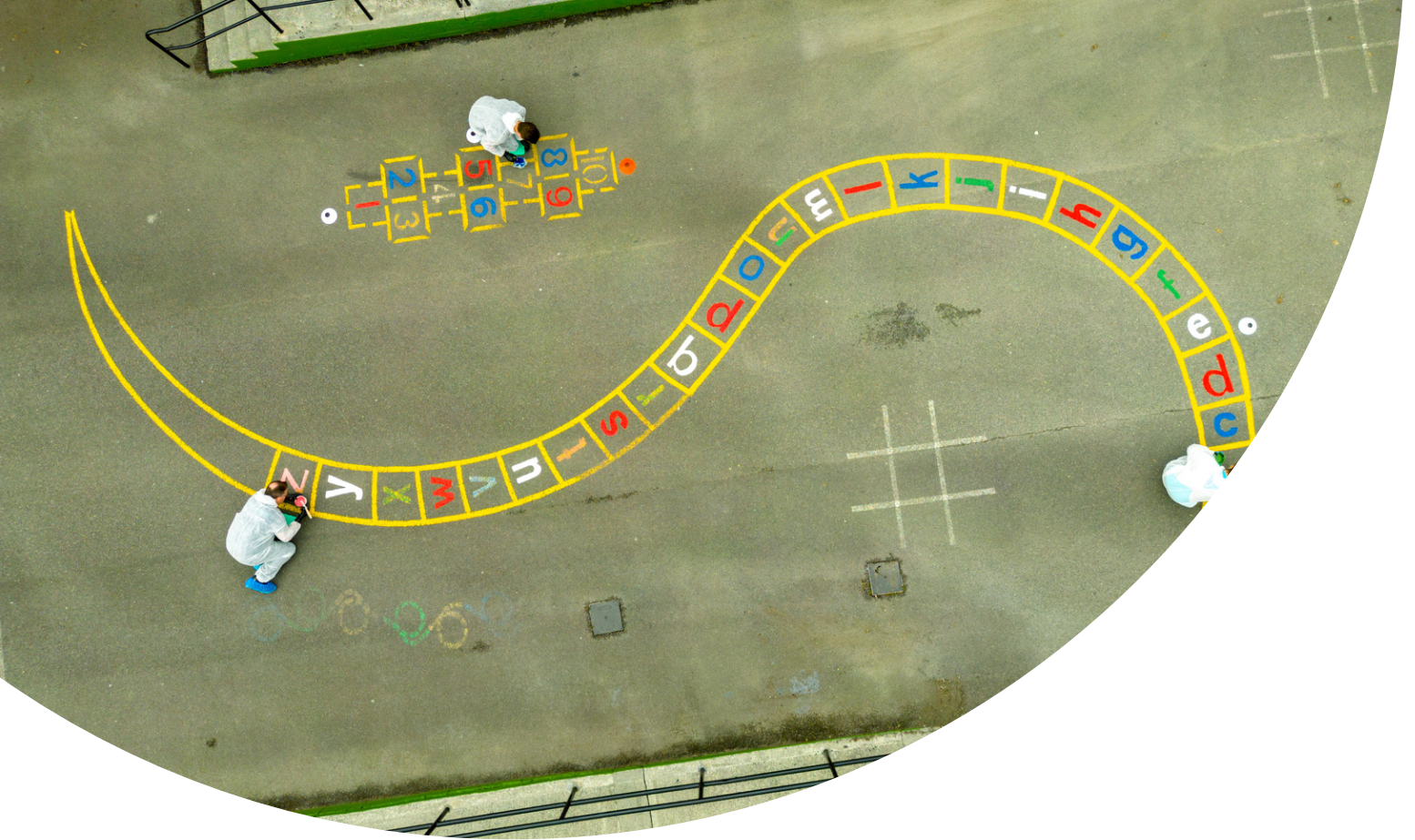
Before the project

- Share the responsibility for the coordination of the day's activities with the host organisation and your volunteer team.
- Are all volunteering activities covered by your company's/the host organisation's insurance policy?
- Familiarise yourself with the agenda, tasks and activities to be completed.
- Ensure each volunteer will be included and will have meaningful work to do.
- Clarify how volunteers will get to and from the project site.
- Clarify what equipment/tools your volunteers need to bring to the project.
- Clarify who will bring water, snacks, lunch for your team. Encourage team members to bring a refillable water bottle and a Keepcup to reduce waste.
- Circulate information to the volunteers in advance of the day. This should provide volunteers with detailed instructions relating to:
 - Directions to the project site
 - Transport options, parking availability or public transport links
 - Information on the host organisation
 - Start and end times
 - What to bring
 - Advice on suitable clothing and footwear
 - Details of the project & specific tasks
 - Break arrangements
 - Safety considerations
 - Who to contact if delayed
- Ensure all equipment / materials needed will be in place and ready for your arrival.
- Review the Risk Assessment. Have volunteers read and sign a Volunteer Agreement/ Risk Assessment.
- Do any of your group have physical limitations that may affect their participation in the project? If so, discuss possible alternative roles with the host organisation.
- Ensure you have personal and emergency contact numbers for your team in case of any accident or emergency.
- Assign a volunteer to photograph/video the day's activities. Is it appropriate to take photos of clients? Be sure to have volunteers fill out a Photo/Video Waiver Release form.
- Clarify if there are certain topics that should not be discussed with clients.
- Allocate who does preparation work and clean up.

During the project

- The Team Leader and host organisation supervisor should brief the team on the organisation, the site, the project impact and tasks and activities to be completed.
- Clarify areas that are off-limits to volunteers and the location of the designated smoking area.
- Assign each volunteer to a specific team and task ensuring they are comfortable with their assignment. It is generally best if volunteers work with others.
- Ensure volunteers take breaks, drink water and eat snacks in order to stay hydrated and energised throughout the day.
- Before taking on any tasks outside the original plan discuss and agree with the host organisation supervisor.
- To get the most out of the project, volunteers should be involved at all times. Minimise time spent standing around and waiting for guidance and maximise time spent delegating tasks that need to be actioned. Tasks should be allocated appropriate to volunteer's experience, needs and abilities. The leader should check for understanding and encourage volunteers to seek clarification as needed.
- Assess needs and abilities throughout the project and rotate tasks where possible to reduce monotony and facilitate energy levels. Regularly check-in with volunteers to monitor progress and enthusiasm. Encourage discussions, initiative and use volunteer ideas where appropriate.
- Give regular progress reports. Thank efforts regularly and at the end of the day. Knowing the project is successful makes all the effort worthwhile.
- Supervise volunteers to ensure work is completed to the highest standard and that project goals are completed.
- The end of the project should be as well organised as the start. Tools need to be collected, paintbrushes washed, the project site should be tidy and safe. Plan ahead and have volunteers finishing or tidying while others are still working.
- Bring any concerns or issues to the attention of the host organisation supervisor.
- Encourage volunteers to talk to service users / clients and staff. The day is a good opportunity to learn about the work of the organisation and the impact of the project on the community.
- Have fun and generate enjoyment!





After the project



Thank the host organisation for their hospitality and the opportunity to volunteer.



Ask volunteers for feedback so you know what went well and what could be improved for next time. This also gives volunteers an opportunity to reflect on what they have achieved.

Provide feedback to the Company Project Coordinator, the host organisation about your overall experience.



Share photos or video footage with the host organisation and internally at your company. Check with the Host Organisation if they are ok with posting photos on social media.



Keep in touch with your host organisation regarding potential future collaboration



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