



serve
the **city.**

VOLUNTEER ROLES (DUBLIN)

AUG 24TH, 2019



SERVE DAY VOLUNTEER

- We get referrals e.g. from social workers on behalf of people who need practical help - cleaning, painting/wallpapering, decluttering or gardening etc.
- Volunteers undertake this work on SERVE Days (with DIY Project Leader).
- Afterwards, volunteers and client often have a cup of tea/chat, thus helping to break social isolation.



Commitment: Flexible *(full role description available)*



DIY PROJECT LEADER

- Liaise with the DIY Administrator & DIY Coordinator about the request.
- Meet the Client and assess the resources required
- Collect the materials to undertake the project
- On the SERVE day, meet, greet and provide a short induction to the volunteers, including health and safety. Allocate tasks. Debrief.
- Return any materials or equipment where necessary to STC's offices.
- Send a follow-up email to the DIY Administrator with the following information: short description of work undertaken and status of project; any client feedback; number and names of the volunteers who participated; any volunteer feedback and a photograph of work undertaken (where consent has been given).
- Attend bi-monthly peer-to-peer Project Leader meetings.



Commitment: lead 4 SERVE Days per year *(full role description available)*

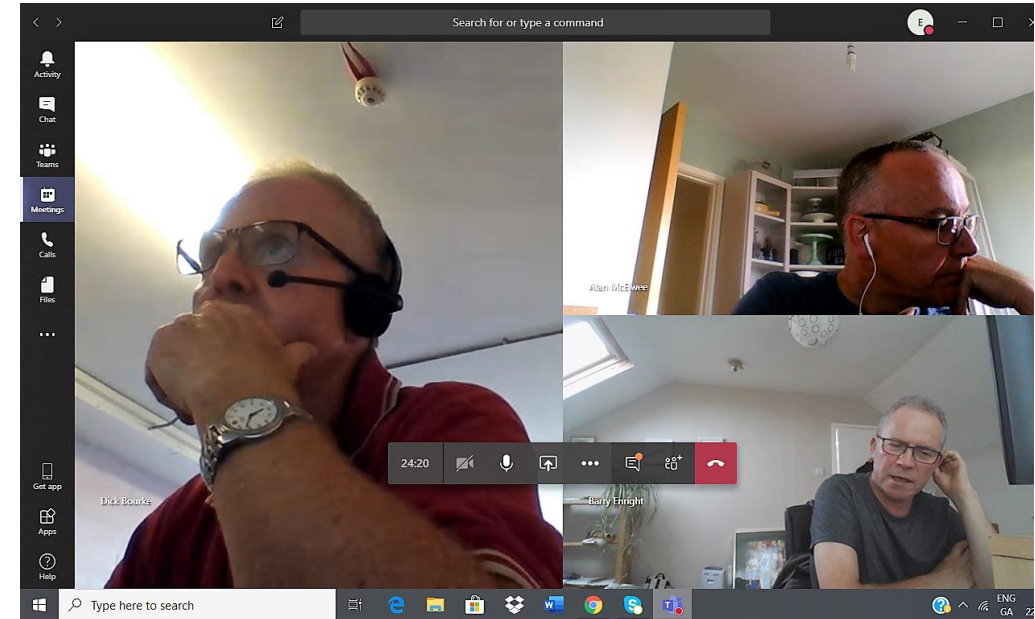


DIY ADMINISTRATOR

- Check the inbox for referral requests; ensuring all info is complete; follow-up for additional info where required.
- Log details of the project request onto the excel/Sharepoint "Pipeline" worksheet for the City Leader(s) to assess.
- Develop a calendar of SERVE days.
- Monitor the list of requests and check availability of Coordinator/DIY Project Leaders.
- Mass email volunteers details of SERVE Days; answer Q's.
- After SERVE Days update volunteer records, send a thank you email & feedback form to the volunteers; provide a work update to the social worker/person who made initial referral.

Commitment: 4 hours p/week for six months – can be done virtually at flexible hours.

(full role description available)



DIY COORDINATOR

The DIY Coordinator is the general overseer during the activities on a SERVE day and is prepared to step in and help the DIY Project Leaders as necessary:

- Help collect the materials to undertake the project & organise transportation of materials to the site.
- Visit each site on the SERVE day to see if assistance is needed (we try to organise projects close to one another).
- Return any materials or equipment where necessary to STC's offices.
- Undertake client assessments where required.
- Attend bi-monthly peer-to-peer Project Leader meetings.

Commitment: 4 SERVE Days per year *(full role description available)*



DUBLIN CITY LEADER

City Leaders in Dublin, Cork & Galway are effectively 'Overseers' or 'Managers' for activities in that geographic area. Another way to describe City Leaders are people who are 'catalysts' or 'accelerators' for positive change and development within their city. City Leaders are relational:

- Provide leadership oversight & direction to the operational teams – currently DIY, Befriending & Refugees. New areas to be developed.
- Seek out & build effective relationships with individuals, businesses and groups..
- Act as a liaison with established partners & stakeholders.
- Prepare progress updates for the board.
- Help recruit volunteer leaders.
- Act as a liaison with social workers for client referrals.
- Help out on SERVE Days/practical projects where required.
- Assist with policy formation and implementation.
- Support the development and growth of Serve the City in Dublin.
- Attend an agreed number of the various Leader meetings.
- Attend Serve the City's International Forum (bursary provided).

Commitment: 10-15 hours p/week

(full role description available)



OTHER VOLUNTEER ROLES

Roles currently being scoped out with full descriptions to be developed:

- Project Leader Support Group Facilitator
- Finance administration
- Website review
- Data management/cleansing (Salesforce/Mailchimp)
- Website administration
- Installing AdWords and analytics on website
- Volunteer Management: Onboarding (recruitment administration)
- Volunteer Management: Day-to-day support/supervision
- Volunteer Management: recognition (social events)
- Client referrals and assessments
- Volunteer training and development
- Fundraising events



TRUSTEES

The Trustees (board members) have legal responsibility for overall governance of Serve the City Ireland. They lead the strategic direction of the organisation. Trustees typically do not get involved in operations but in small or all-volunteer organisations it is necessary to 'wear' a governance and operational hat.

(Not currently recruiting trustees but we will be seeking to in the near future and would hope some would come from our volunteer database as part of leadership development)



Roles and Responsibilities

Tasks	Trustees	City Leader	DIY Administrator	Project Leader	Volunteer	DIY Coordinator
Org Management	X	X				
Pre Serve day prep						
Leader allocation		X	X			
Client Contact			X	X		
Tools and Materials						
Assess need				X		X
Order material		X	X			
Pickup and deliver Tools and Materials				X		X
Salesforce Updates						
Log project in portal			X			
Update the SFDC Case			X			
Reporting out of Salesforce			X			
Serve day						
Client Contact/interaction				X	X	
Materials				X		X
Manual work				X	X	X
Volunteers Contact			X	X		
Closure activities						
Reporting back				X		X
Allocation of Volunteer hours			X	X		



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