



community law  
free legal help  
wellington and hutt valley

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## JOB DESCRIPTION: VOLUNTEER COORDINATOR – KAIRURUKU KAITUAO

<b>POSITION:</b>	Volunteer Coordinator - Kairuruku Kaitūao
<b>REPORTS TO:</b>	Service Kaihautū
<b>HOURS OF WORK:</b>	30 hours per week
<b>STARTING SALARY RANGE:</b>	\$53,274.00 pro rata

Community Law Wellington and Hutt Valley (Community Law) is a registered charity that provides free legal advice and information to help those who cannot access other legal services. Community Law also provides free legal education and promotes law reform in the interests of its clients. Community Law is governed by a board.

The Volunteer Coordinator is responsible for the recruitment, training and co-ordination of volunteers and for the administration and service delivery of the free legal help drop-in sessions. This role also provides some onsite support to the Te Awa Kairangi volunteer programme.

The position requires the Volunteer Coordinator to liaise and consult with CLWHV staff, volunteers and stakeholders.

### RESPONSIBILITIES

Specifically, the Volunteer Coordinator is accountable for the following:

1. **Managing / coordinating the volunteer programme:** maintaining a first-class volunteer programme that nourishes our volunteers and our clients:
  - a. **Volunteer management:** Recruitment, training and induction of the lawyers and law students who deliver our services. Ensuring that all volunteers are supported, happy and fulfilled in their volunteer role.
  - b. **Volunteer program coordination:** Organising and maintaining the rosters for legal advice sessions across both offices, ensuring that sufficient volunteers are available for each session, coordinating swaps, swiftly plugging any gaps on the roster, and maintaining the volunteer databases.
  - c. **Service delivery:** Ensuring the free legal help clinics run effectively. Ensuring our services meet all regulated requirements and are of excellent quality. Continually evaluating our services and working to improve their impact in our community.
  - d. **Strategy and innovation:** Assisting to promote and develop CLWHV's vision and strategic direction, particularly in relation to the use of volunteers. Includes engaging with the volunteer budget. Encouraging and fostering innovation in community legal services.
2. **Online learning:** developing and maintaining the volunteer online training portal.

3. **Research and reporting:** leading on Volunteer Surveys, Client Surveys and Staff Surveys using Google Forms, and other ad hoc surveys designed to improve the volunteer programme and client experience. Contributing to Community Law publications, including the annual report and reporting to funders. Collating ongoing client feedback.
4. **Treaty-based relationships:** Assisting to promote working practices consistent with CLWHV's strategic and constitutional goal of Treaty-based operation. Ensuring volunteers are supported to work in Te Tiriti partnership.
5. **Carry out shared reception/administration activities as required including:** Greeting visitors and clients, answering incoming calls and responding to client enquiries
6. **Resource allocation (service delivery):** Working with other CLWHV staff to assist in the development of a triage process for all free legal help services, ensuring that services are continually improved according to their impact in the community.

## **OTHER TASKS / RESPONSIBILITIES**

The Volunteer Programme Coordinator will also share responsibility for the successful day-to-day operation of Community Law. This responsibility includes:

- Upholding Te Tiriti o Waitangi and contributing productively to bicultural practise at CLWHV
- Upholding the contract between CLWHV and the Ministry of Justice, including working towards our outcome targets, contributing to the provision of services, and participating in reporting.
- Contributing to and accounting for the provision of services under contract with funders
- Carrying out shared reception/administration activities as required including: Kaiwhakamanawa (supervising free legal help sessions), greeting visitors and clients, answering incoming calls and responding to client enquiries
- Supporting induction of new staff
- Supporting Community Law's systems, policies, procedures and daily operations
- Contributing to the public image / publicity of Community Law
- Participating in activities involving other Community Law Centres
- Participating in staff meetings.

## **SKILLS AND QUALITIES WE SEEK**

We are primarily interested in your raw skills and character, your commitment to our cause, and your ability to learn. However, the successful candidate will likely demonstrate the following:**RELATIONSHIPS**

- Awareness of te reo Māori me ōna tikanga
- Understanding of, and ability to apply, the principles of Te Tiriti o Waitangi
- Sensitivity to the cultures and languages of the many ethnic groups of Aotearoa

- Working knowledge of the issues facing many groups of people around Aotearoa
- Experience working within community groups, or closely alongside them
- Strong people and justice-focused values
- Excellent relationship-building skills.

## **KAIHAUTU MANAGEMENT**

Community Law operates within a Kaihautu management structure.

- Excellent communication skills
- Ability to work without close supervision
- Ability to make decisions collaboratively
- A high level of initiative and motivation
- Ability to work under pressure and cope with competing demands
- Good organisational and time-management skills

All staff are committed to the principles of Kaihautu management as adopted by CLWHV, including:

- Robust communication
- Collaborative decision making in line with our processes
- Staying responsible and accountable to your peers and Kaihautu.