

Crew Assistance

Keep the engine running! The role of a year round crew support person is to be a part of a small team of people who help guide and support members of the Kiwiburn crew through their time in the organisation. Burnout is a thing, and we want to avoid it as much as possible for our volunteers through regular check-ins and proactive problem solving. Your role is to help keep morale high by lending an ear, assisting with issue resolution, and even sending out little tidbits of appreciation when necessary. You will be working in a team of three, and each individual will be responsible for their own subsection of the Kiwiburn crew throughout the lifecycle of the volunteer journey.

Key Responsibilities

- Act in a manner fitting of a Kiwiburn member, as per the [Memorandum of Understanding](#).
- Maintain communication and information sharing according to Kiwiburn's [Organisational Structure](#).
- Maintain the crewassistance@kiwiburn.com email address checking this regularly (including throughout the year, frequency dependant on the role)
- Induct new volunteers into their roles and show them around the admin side of Kiwiburn (ie, emails, G-Drive, Asana etc.)
- Organise a group introductory online meeting with the other members of their department and / or ExCom Members
- Follow up a few weeks after the introductory meeting to see how they are settling in
- Conduct bi-monthly online meetings to check-in on people's wellbeing and general sense of workload management.
- Be available for calls, text messages and emails if someone needs extra support
- Send vouchers / care packages / or inspirational cards as needed.
- Help volunteers ensure they have good work/life balance by recognizing when they need help, need to delegate tasks or to take a break.
- Take on smaller tasks for a person if they (and you) are able to make this happen
- Develop a thank you process or template for onsite and year-round volunteers to be used by team leads
- Assist in the exiting process for volunteers under your own designation
- Where appropriate, assist Departments and Teams with any annual volunteer performance reviews
- **Validate their experience!**

Performance Objectives

- If needed, support Departments and Team Leads to complete performance review after the event
- Write an Afterburn report
- Keep the Kiwiburn engine running smoothly!

Working Relationships

- Crew Facilitator
- Treasurer
- Your own subsection of the Kiwiburn crew

Time Commitment

Year Round:

- One to two hours a week depending on need
- Bi-monthly meetings
- You will not be required to be available onsite

Necessary Qualities, Knowledge and Experience

- Compassionate, kind, friendly, approachable demeanor
- A desire to support and help people
- Excellent communicator
- Proactive problem solver
- Enthusiastic

Desirable Qualities, Knowledge and Experience

- Background in mental health
- Experience leading meetings and conversations
- Familiarity with Gmail, Google Suite and/or Asana
- Conflict resolution experience