

Crew Assistance

The role of Crew Assistance is to provide year-round support to our hard working crew. You will be part of a small team who will help guide and support crew members through their time volunteering with Kiwiburn.

You're there to support our teams through regular check-ins, lending a friendly ear, assisting with issue resolution and proactive problem solving, and sending out cards and little tidbits of appreciation when necessary.

You will be working in a team of four or five, with each team member responsible for a subsection of the Kiwiburn crew throughout their 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 and Slack channels, by coordinating with other Crew Assistance team members and checking it regularly throughout the year.

New volunteers / crew

- 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

Ongoing

- Conduct confidential online meetings to check-in on crew's wellbeing and general sense of workload management (frequency will depend on individual crew members)
- Be available for calls, text messages and emails if someone needs extra support - the mode of communication and times are up to you to communicate
- Send vouchers / care packages / or inspirational cards as needed
- Support crew to ensure they have good work/life balance by helping them recognise when they need help, need to delegate tasks or to take a break
- Take on smaller tasks for a crew member if they (and you) are able to
- Develop a thank you process or template for onsite and year-round volunteers to be used by Team Leads
- Attend a regular and confidential debrief with other members of Crew Assistance
- Assist in the exiting process for crew in your subsection
- Where appropriate, assist Departments and Teams with any annual volunteer performance reviews
- For further explanation of the role boundaries, please refer to [KB22_Crew Assistance Boundaries](#)
- **Validate their experience!**

Performance Objectives

- Write an Afterburn report, due March each year
- Proactively mitigate burnout by supporting year-round crew members in a way that works for them - we are all volunteers, it should be enjoyable!
- Help to keep the Kiwiburn engine running smoothly

Working Relationships

- Crew Facilitator
- Volunteer Coordinator
- Other Crew Assistants - your team!
- Treasurer
- Your own subsection of the Kiwiburn crew

Time Commitment

Year Round:

- One to two hours a week depending on need
- Regular meetings/check-ins with your crew subsection - this could be monthly or bi-monthly depending on need
- It will potentially be busier Sept - Jan but depends on the crew member's roles
- You will not be required to be available onsite

Necessary Qualities, Knowledge and Experience

- Compassionate, kind, friendly, approachable
- 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
- An understanding of Kiwiburn's structure and operations