



AFS Intercultural Programs Australia

Statement of Duties

Position: Team Leader – Community Service

General statement

It is the role of the Team Leader Community Service to:

- ☞ Help identify potential Community Service volunteers across the state
- ☞ Assist to train volunteers
- ☞ Distribute Community Service profiles and other Community Service resources
- ☞ With the assistance of the Community Service Team and State Committee, plan Community Service hosting numbers and prepare for the Community Service hosting & sending campaigns
- ☞ Monitor Community Service hosting & sending activity across the state and provide support where needed
- ☞ Ensure monthly contact is maintained with all Community Service participants in the state through the team of support volunteers and contacts
- ☞ Provide guidance and support to local volunteers on Community Service programs
- ☞ Help manage escalated situations of support with the help of the Head Office Support Coordinator and State Coordinator
- ☞ Ensure compliance to AFS standards as stated in the operations manual
- ☞ Evaluate Community Service hosting campaigns and provide feedback to volunteers, State Coordinator and Head Office
- ☞ Liaise with Head Office Program Manager, Sending Coordinator, Recruitment Coordinator and State Coordinator