



New York Cares - Team Leader Position Description

Team Leaders embody the heart of New York Cares Calendar Projects. Each New York Cares project must have a Team Leader who volunteers on behalf of New York Cares, enabling us to offer as many as 900 volunteer projects every month at locations throughout the city. This special group of people consists of volunteers who make a commitment to help manage a volunteer project for a few hours each week or month (depending on the project). Team Leaders work closely with New York Cares and their Project Partners to lead effective hands-on volunteer projects.

Title: New York Cares Team Leader

Position reports to: New York Cares Program Manager

Types of Agencies: Public Schools, Senior Centers, Nursing Homes, Community Technology Centers, Tier II Shelters, Soup Kitchens and other Community-Based Organizations.

Project meetings: Varies depending on specific project. Most projects meet once monthly, but many meet twice per month or weekly.

Goal of the Project: Varies depending on specific project.

Length of volunteer position: Six months to 1 year, flexibly scheduled projects.

Time requirements of position: Lead projects on a monthly basis, consistently return project reports to Program Manager, attend planning sessions with New York Cares and Project Partners as needed.

Requirements for position: Attend at least 3 New York Cares projects, followed by an application process. The Team Leader application process involves 4 steps: a written application, an interview with New York Cares staff, a brief background check, and a Team Leader training. There may also possibly be a pre-project planning session and workshops hosted by New York Cares (optional).

Skill requirements for position: Active New York Cares volunteer with interest in volunteerism. Confidence in his/her ability to lead groups and to teach others. Demonstrated ability to problem-solve and work with teams, demonstrating strong leadership skills.

Project-Related Responsibilities:

Before the project:

- Confirm project dates, meeting time and place, and task-specific details with Program Manager and Project Partner
- Accept and return volunteer phone calls and e-mails, view team lists and organize team online. Send team reminders through the Web site and use the online system to update volunteers on any project changes.
- Confirm volunteer attendance and check in with Project Partner one week prior to the project date

During the project:

- Take accurate attendance, including no-shows.
- Provide volunteers with information about the agency and the impact of their service.
- Have Project Partner give comprehensive overview of tasks for the day, providing hands-on demonstrations when necessary
- Facilitate the group in completing tasks, ensuring quality work.
- Ensure that any agency spaces are tidy and in their original state at the end of the program.

After the project:

- Host a project debrief to gain feedback from volunteers and share your own experiences.
- Update volunteers on ongoing training and skills-enhancement opportunities.
- Share successful project ideas and feedback with Program Manager and with other Team Leaders.
- Submit volunteer attendance and impact numbers online
- Thank volunteers for coming via a group e-mail message sent from the New York Cares interactive Web site and follow up with no-show volunteers.

Benefits: Enthusiastic and supportive project atmosphere. Leadership training and project management training. This is an excellent opportunity for any New York Cares volunteer with an interest in becoming more involved and spreading his/her positive attitude and outlook about volunteerism and New York Cares. This position potentially provides opportunities to learn about a multitude of issues facing the under privileged in New York City such homelessness, hunger, the digital divide and literacy problems.

This opportunity also provides the chance to discover information about a variety of local nonprofit organizations, and to build skills in volunteer training and project management.