### Role Description

**He kura te tangata**

<table>
<thead>
<tr>
<th>Position title</th>
<th>Volunteer Team Leader</th>
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</thead>
<tbody>
<tr>
<td>Primary work unit</td>
<td>Disability Services</td>
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<tr>
<td>Responsible to</td>
<td>Volunteer Coordinator</td>
</tr>
<tr>
<td>Responsible for</td>
<td>None</td>
</tr>
<tr>
<td>Position status</td>
<td>Volunteer - one year</td>
</tr>
<tr>
<td>Contribution</td>
<td>2-3 hours per week during trimester 1 and 2</td>
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</tbody>
</table>

**Our vision**
Victoria University of Wellington will be a world-leading capital city university and one of the great global-civic universities.

**Our mission and purpose**
Victoria University of Wellington’s mission is to undertake excellent research, teaching and public engagement in the service of local, national, regional and global communities.

**Our values**
Victoria University of Wellington’s core ethical values are respect, responsibility, fairness, integrity and empathy. These values are manifested in our commitment to civic engagement, sustainability, inclusivity, equity, diversity and openness. We prize intellectual rigour and independence, academic freedom, critical enquiry and excellence.

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### Victoria – our university

Victoria University of Wellington is New Zealand’s globally-minded capital city university, focused on engaging with Wellington, New Zealand and the Asia-Pacific region and connecting with the world. Victoria values the expertise of its professional staff in supporting and enabling teaching, research and engagement activities.

Victoria is a progressive university with ambitious strategic goals and a commitment to having a professional workforce that reflects the diversity of its community. Professional staff engage with academic staff, students, parents, Government, iwi, community groups and many other external stakeholders. All professional staff are expected to uphold the reputation of Victoria through the way they undertake their work.

Victoria is committed to the Treaty of Waitangi. “Mai i te iho ki te pae” is the Māori Strategic Outcomes Framework which is linked to Victoria’s Strategic Plan.

*Mā te rautaki tātou e koke whakamua*  
(via the strategy we strive to move forward together)

For further information about Victoria go to [www.victoria.ac.nz](http://www.victoria.ac.nz) and [Welcome to Victoria](http://Welcome to Victoria).

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Role Description: 11 October 2018
Position purpose

Disability Services Volunteers

Disability Services’ volunteers provide quality services to students with disabilities in a cost-effective manner, through utilising the volunteer effort of the University community. Currently volunteers perform the roles of note-takers in lectures, team leaders (responsible for a group of note-takers), access guides and drivers of the mobility van that transport students with mobility impairments.

Volunteerism builds strong and cohesive communities, giving people a connection with the community they belong to and a sense of purpose.

Team Leaders

Team Leaders liaise with the Volunteer Coordinator and a team of Volunteer Note Takers to ensure that students’ needs for effective and quality note taking services are met.

Position location

Volunteer Team Leaders are located within the Disability Services team in Student Academic Services (Retention, Achievement and Equity). The role of Student Academic Services is to provide a range of management, professional and academic services that enhance the student experience and improve academic achievement. Disability Services is Victoria’s key service provider of disability advice, expertise and support. We work with students to identify their disability related needs, goals, strengths and specific supports. We work with staff to ensure Victoria is an inclusive education provider and that students receive equitable access to their student experience.

Strategic context

Disability Services has a operational plan which is aligned to Victoria’s Strategic Plan. Volunteer Team Leaders will help Disability Services achieve its goals by ensuring students receive quality and timely volunteer services that assist students to achieve their academic aspirations and ensure they can fully access Victoria’s campuses.

Key responsibilities

- Ensure that Note Takers provide an effective, timely note taking service. Notes must be submitted weekly by 12pm the following Monday after the lecture.
- Keep in regular contact with all Note Takers in your team, provide motivation and support in order to ensure that notes are submitted weekly for distribution to students requiring notes, and the volunteers are willing and able to continue.
- Attend weekly Team Leader meetings and supervision meetings with the Volunteer Coordinator as required.
- Work with the Volunteer Coordinator to resolve any breakdown in services.
- With assistance from the Volunteer Coordinator provide training for all the Note Takers in your team.
- Assist with recruiting Note Takers as required.
- Assist with organising and running events for Disability Services Volunteers.
- Maintain agreed protocols and confidentiality.
- Provide feedback on the service to the Volunteer Coordinator.
Key relationships

Volunteer Team Leaders will develop and maintain excellent working relationships with their team of Volunteer Note Takers, other Volunteer Team Leaders and will be supervised by the Volunteer Coordinator who provides support and direction. Volunteer Team Leaders will also work with staff in other student services and peer support leaders as required to ensure they and the notetakers they coordinate have a strong knowledge of the student support available.

Selection criteria – essential

- 2 – 3 hours free time a week during Trimester 1 and 2 to volunteer.
- Excellent communication skills and the ability to motivate people.
- Effective time management skills and ability to meet deadlines.
- Initiative to work independently and as part of a team.
- Creativity and flexibility to problem solve and willingness to learn.
- Ability to handle confidential information.
- Conscientiousness with regard to meeting your responsibilities.
- A commitment to promoting and increasing the awareness of the Disability Services philosophy.
- Ability to work with people from cultures other than your own.

Selection criteria – desirable

- A personal philosophy which embodies volunteerism
- Experience and enjoyment of being in a team situation
- Knowledge of the benefit of Disability Services for students with impairments
- Awareness of the potential strengths and weaknesses of the volunteers service
- Knowledge of the University environment and the structures that exist
- Awareness of the issues surrounding disability
- Personal experience of disability is advantageous

Disability Services Provides

- Quality, informative training that includes disability awareness, communication and problem solving.
- A friendly supportive working environment.
- The opportunity to network with the University community.
- A certificate of recognition.
- Food at training sessions and team meetings.
- Supervision and support.
- The opportunity to develop interpersonal, communication and leadership skills.
- A koha for your contribution and effort.
- Opportunities for self-development.
- Reimbursement of costs incurred.