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SECTION 1 - The Role of the Coordinator

1. How do you become a Read Write Now! Coordinator?

Sometimes Coordinators come up through the ranks of tutors and are identified by the present Coordinator.

Sometimes Coordinators are recruited by Central Office staff and are selected on the basis of their literacy teaching skills and/or experience in volunteer management.

Coordinators are pivotal to the success of the Program and must be carefully selected and supported with training and mentoring from Central Office staff.

Expenses

Coordinators are reimbursed for out-of-pocket expenses incurred in relation to the role of coordinating the Program in their area. Out-of-pocket expenses cover travel claims when Coordinators use their own vehicle. Due to limited funding we encourage Coordinators to ensure that students and tutors travel to the Coordinator's office for interviews if at all possible. Other costs such as use of a home phone, internet access, postage and hospitality are also reimbursed.

- Records, including receipts and invoices, must be kept as proof of expenses incurred. Please note your eftpos/credit card slip is not sufficient. You need to submit the retailer's itemised docket.
- Coordinators who are also tutoring are not paid mileage to travel to a tutoring session
- Although we would like it to be different, tutors unfortunately, are not reimbursed for out-of-pocket expenses.

Time Commitment

- The Program asks 5-8 hours per week, depending on the size of the region. Delegate tasks if you find it necessary to work more than these hours. We encourage every region to have more than one Coordinator to share the workload and support each other.
- This period of time is not set in concrete – as long as you feel you are being effective and enjoying the work.

2. What Makes a Good Coordinator?

Basically a good Coordinator is one who develops the skill of coordinating others rather than trying to “do it all” on his/her own. This requires:

- The ability to focus on student needs and develop the Program to produce the best results for the student
- A combination of people skills, particularly in building good relationships with tutors
- Being a good organiser, able to analyse and delegate tasks to the appropriate people
- Being committed to ongoing Professional Development and training to ensure appropriate assessment of students
- Being flexible, when having to cope with change

These additional skills are identified as necessary for effective coordination. The ability to:

- Interview and select (and reject if necessary) volunteer tutors
- Effectively communicate with and assess students abilities and needs
- Match students and tutors
- Monitor and evaluate progress made by student/tutor pairs
- Cooperate with staff and to work as part of a team
- Communicate effectively, with a wide range of people
- Recognise skills
- Recruit, train and continuously support volunteers
- Recognise and praise other people for effort and progress
- Recognise, deal with and resolve conflict
- Show patience and a sense of humour

It is acknowledged that many of these skills are gained and broadened with experience. However, it is felt that the person taking on the responsibility of coordination must fully understand what is required, be capable of performing the duties and of extending his/her skills.

3. The Job Description

Read Write Now! Volunteer Coordinator

This job description has been drawn up to ensure that, once appointed, the Volunteer Coordinator knows exactly what is expected from him/her. As with any job description, contents include responsibilities and other details pertinent to the particular job.

POSITION TITLE:	<i>Read Write Now! Volunteer Coordinator</i>
RESPONSIBLE TO:	Manager, Read Write Now!
PURPOSE:	To coordinate the local group to provide a high quality service, effective volunteer support and administration of the <i>Read Write Now!</i> adult literacy program in the region.
KEY RESPONSIBILITIES:	<ol style="list-style-type: none"> 1. Operate within the Policy and keep up-to-date with developments. 2. Initial assessment of students and establish ongoing communication with them. 3. Interviewing, selection and maintenance of tutors. 4. Monitoring of tutor/student pairs progress. 5. Administration and marketing of Program.
RESPONSIBILITIES:	<ol style="list-style-type: none"> 1. To ensure the <i>Read Write Now!</i> Program operates within the set Policy guidelines and keep up to date with developments in the volunteering industry and adult literacy fields through ongoing training, liaising with other Coordinators of volunteers and reading available literature. 2. Conduct initial assessment of students and establish and maintain ongoing communication: <ul style="list-style-type: none"> • Using the recommended assessment procedures to determine the most effective teaching strategies to meet the students' learning needs. • Help the student clarify their goals if necessary; • Prudently match students with the most appropriate tutor possible. • Prepare recommendations to be given to the tutor. • Establish an atmosphere for open and ongoing communication so student can give feedback.

JOB DESCRIPTION

3. To select, direct, support and supervise volunteers by:

- Recruiting volunteers from the local community.
- Implementing an interview and screening process for potential tutors.
- Matching and monitoring as appropriate.
- Providing orientation and information about the training courses.
- Supporting and maintaining volunteers through provision of regular tutor meetings.
- Redirecting unsuitable volunteers to more appropriate agencies.

4. To evaluate the effectiveness of implemented programs by:

- Implementing a monitoring process to ensure student and tutor satisfaction.

5. To carry out the following administrative duties:

- Reporting to and liaising with the Manager, *Read Write Now!*
- Maintaining a system of record keeping.
- Operating within a set budget.
- Answering telephone and personal enquiries.
- Reporting on funding allocated to the group.
- Providing regular information on new student enrolments to *Read Write Now!* Program staff.
- Providing quarterly statistics to *Read Write Now!* Program staff.
- Marketing to maintain student and tutor numbers and community awareness of the Program.

4. Establishing a Support Team

Like any other worker, the Coordinator will need others to help share the workload, keep up momentum and to share ideas and problems with. A team made up of Coordinators and other volunteers to assist with various tasks, should be appointed as soon as possible. It is not essential for all committee members to have a background in literacy teaching, for example, finances, publicity or IT (Information Technology) support could be taken on by any enthusiastic volunteer. In fact the desk-top publishing for this entire manual has been done by a volunteer.

This will enable the Coordinator to delegate jobs. A maximum of 8 hours per week is all we ask of any volunteer. As suggested above, team members may be asked to assist with phone calls, tutor meetings, interviews, administration and publicity. It is always wise to initially request assistance for a short, set period of time. This can avoid an awkward situation if the person proves to be unsuitable. The team should meet on a regular basis to help prioritise the activities and share the tasks. The sample provided on the following page may be helpful –

Delegation of Team Tasks

Activity	Whose Responsibility
Publicity and Promotion Plans	
Phone enquiries	
Database record keeping	
I.T. Support	
Contact with Central Office	
Calling tutor meetings	
Staffing office on _____ days	
Keeping track of resources and teaching materials	
Finance	
Telephoning (collecting information for quarterly reports)	
Attending metro coordinator meetings in Perth and _____	Coordinator
Interviewing tutors	Coordinator
Interviewing and assessing students	Coordinator
Matching student/tutor	Coordinator
Monitoring progress student/tutor	Coordinator
Residential weekend Coordinators Conference	Coordinator

5. Coordinator's Checklist

Take the string off your finger! Here's a useful checklist...

There are many tasks and responsibilities attached to the role of Coordinator. The following is a checklist to skim through to reassure yourself that you and your team are on the right track.

1. To ensure support of students is achieved by:
 - assessing and describing their abilities in literacy and numeracy;
 - matching them with a tutor; and
 - contacting them to reassure them if there is an unavoidable delay in matching them with a tutor.
2. To direct, support and supervise volunteer literacy tutors by:
 - recruiting volunteers from the community;
 - becoming acquainted with tutors through an initial interview;
 - matching students and tutors;
 - monitoring student and tutor progress;
 - supporting volunteers with ideas and resources;
 - hold tutor meetings throughout the year (approximately 3 or 4); and
 - re-directing unsuitable volunteers to more appropriate agencies.
3. To report to and liaise with the *Read Write Now!* staff.
4. To ensure the following administrative duties are accomplished:
 - maintaining an accurate system of record keeping;
 - maintaining a budget;
 - answering telephone inquiries;
 - providing regular statistics on tutors and students to Read Write Now! staff; and
 - promotion of the Program
5. To participate in conferences and meetings with other tutors, Coordinators, and *Read Write Now!* staff as required.
6. To ensure that resources for tutors and students are maintained.
7. To ensure strict confidentiality is maintained within the Program.