



With One Voice

Organising Committee: Position Descriptions

1. Coordinator

Volunteer role description

The Coordinator's job is to co-ordinate and facilitate the Organising Committee; be a point of contact for each committee member, the choir members, the Conductor, Creativity Australia program staff and external contacts such as the venue partner; and to act upon any complaints. The Coordinator is the most communicative and proactive role of the team.

In new choirs, the Coordinator is likely to have joint responsibility for one or more of the volunteer roles in addition to the role of Coordinator. As with every **With One Voice** role, the Coordinator role should be shared between two or more volunteers. The Coordinator does not have final authority on decisions made by the Organising Committee or members of the choir.

Qualities

A great Coordinator will demonstrate:

- A kind and direct communication style;
- The ability to collaborate and consult with team members;
- Confidence in speaking and presenting;
- The willingness and capacity to involve and enable others;
- Flexible and a 'can do' attitude; and
- Strong organisation skills.

Responsibilities

Coordinator responsibilities are likely to include:

- Scheduling volunteer meetings;
- Preparing the volunteer roster;
- Making volunteer recruitment announcements at rehearsals;
- Communication of Creativity Australia policies and procedures;
- Liaising between choir and Creativity Australia program staff;
- Following up and communicating complaints procedures;
- Reporting any incidences of near-misses and accidents;
- Initiating regular contact with individual team members and calling team meetings; and
- Liaising with external partners such as the venue contact.

NOTE: this role may be held by the conductor for the first few months after the establishment of the choir.

Coordinator - Rehearsal how-to guide

| | |
|---|--|
| Scheduling volunteer meetings | <p>People stay motivated when they keep in touch. Set up a calendar and decide in your first meeting how often your team wants to meet. Creativity Australia recommends monthly. Set those dates and then take responsibility for sending everyone the friendly reminder which gets them to show up to rehearsal and stay afterwards for the meeting.</p> <p>In the meeting, keep things light and also brief. You will most likely act as a meeting chairperson to keep conversations on track and moving along. Doing this with the right mix of efficiency and diplomacy is something you get right through practice.</p> |
| Volunteer roster preparation | <p>You may not end up doing this yourself, however you do need to take responsibility for whether or not all roles are filled on given dates, which means creating the roster yourself may be the easiest option. Alternatively, if someone else has offered to do the rosters, you need to ensure that the roster is at least shared with everyone and, ideally, is editable by all volunteer team members. Google Docs is a free online platform that allows multiple editors. It will require that everyone have a Gmail email account.</p> |
| Volunteer recruitment at rehearsal | <p>Job-share is a fundamental aspect of inclusivity for With One Voice choirs. It is essential that all members feel welcome to contribute as and when they can. In this way, your members will feel part of and take ownership over their choir. The Coordinator should regularly (once a month) encourage people to join the volunteer team.</p> |
| Incident reports and complaints | <p>The Coordinator acts with the Conductor to be the main recipient of With One Voice complaints procedures. As Coordinator, you must read the WOV Social Franchise Policies & Procedures Manual and make sure you are aware of your responsibilities. The Coordinator will ensure Organising Committee members are aware of the complaints procedures, both for their own information and so that they can advise choir members when issues arise.</p> |
| Liaison between choir and Creativity Australia | <p>The Coordinator is expected to deliver messages to the choir which come from Creativity Australia program staff.</p> |
| Follow up and communication of complaints procedures | <p>When receiving a complaint, follow the procedure in the appropriate policy and notify the Program Manager at Creativity Australia as soon as possible. Creativity Australia will support you throughout the process.</p> |
| Incident reporting of near misses and accidents | <p>All accidents and near misses must be recorded in the incidents register and forwarded to the Program Manager at Creativity Australia.</p> |
| Keeping direct and regular contact with individual team members | <p>A large part of the Coordinator role is to manage team morale. An easy way to do this is to check in with people one-on-one. The Coordinator should take responsibility for follow through of any suggestions that may be provided to improve team morale, to ensure the wellbeing and good functioning of your team.</p> |
| External partner liaison e.g. venue contact | <p>As a key member of the volunteer team it is likely that you will also be the main liaison for your venue. Make sure you have an afterhours contact for your venue and that the venue has yours and at least one other team members' mobile numbers in case of emergency.</p> |
| Ensure induction of new members | <p>When new volunteers join the team, the Coordinator will connect them with the appropriate team and person who can induct them appropriately.</p> |

2. Registration

Volunteer role description

The Registration volunteer role is a critical part of the Organising Committee. The first person to welcome members and guests to rehearsal, this volunteer role makes an important first impression! You will share the front desk with the Member Support and Wish List volunteers and together your welcome will form visitors' first impression of your choir.

The role is responsible for the recording of member and guest attendance at each rehearsal via the extranet system (PaSME), an important requirement of the choir's public liability insurance.

The PaSME extranet system is simple, easy to use and runs off volunteers' mobile phones. Creativity Australia provides an introduction to the system for all volunteers. As with every **With One Voice** role, the registration role should be shared between two or more volunteers. If you have more than 30 people attending rehearsals, you will need at least two Registration volunteers on the front desk to process people in time for the start of rehearsal.

Assuming you have some capacity for storage at your venue, then the whole front desk team will have its own suitcase of forms and pens and tools for the job which you can leave at the venue.

Qualities

A great Registration volunteer will demonstrate:

- Punctuality and availability to arrive early to rehearsal;
- A high level of personal organisation;
- Kind and clear communication;
- Warmth and openness in welcoming guests and members to choir;
- Diligent attention to detail; and
- The capacity to adapt to digital mediums, particularly PaSME.

Responsibilities

Registration responsibilities are likely to include:

- Weekly maintenance of the member attendance list;
- Weekly maintenance of the guest attendance list;
- Weekly entering of attendance data to the PaSME database;
- Name tag preparation and maintenance (to be coordinated with the Member Support volunteer);
- Being the first point of contact for members and guests when they arrive at rehearsals;
- Providing guests with registration forms and encouraging them to become paying members of the choir; and
- Collecting and maintaining emergency contact details for every choir member.

Registration - Rehearsal how-to guide

| | |
|--|--|
| Weekly maintenance of member attendance list | The main consideration is that you can process people quickly before they go on to the Member Support volunteers to receive their name badges. Often people arrive in groups and only just before start time. Use the method which is faster for you. You can pre-print a hard copy of the members list and bring it to choir to tick off manually. Bear in mind if you choose this option you still have to transfer that information to PaSME the same night. Alternatively, you can use the PaSME app on your phone, look people up and tick them off as they arrive which means you don't have to double your work later. The other alternative is to bring your own laptop and enter it into the PaSME database online. |
| Emergency contacts maintenance | Emergency contact details are collected for every guest and member via the registration form. This information is loaded to PaSME and is always accessible via the database. In addition, the Registration volunteer should keep a printed copy. The Conductor and the Coordinator will also be required to keep an emergency contacts list with them at choir. |
| Choir postcards | Visitors should be able to take home something to stick on the fridge door. The choir postcard should always be available on the front desk so make sure you have a stack. |
| Weekly maintenance of guest attendance lists | <p>If someone is a guest but not a member always ask them if they have been before. If the answer is yes then their name will already be on the established guest list. As with the member attendance lists above, speed is your main consideration. Follow the instructions above for entering guests directly into PaSME.</p> <p>If that person is attending for the first time ask them to fill in a registration form (see below).</p> |
| Registration forms | Make sure you have printed registration forms and pens ready to go for the new members. You should have pens and a clipboard available, preferably more than one as new people often attend in pairs or groups. Please double check that the member has filled in the information and catch them at supper to add anything they may have missed. Filled out registration forms should be scanned or photographed and emailed or posted to Creativity Australia. |
| Taking cash payments | Part of your role is to take cash payment on the door and issue receipts. Cash payments will be either a donation or the \$15 entry fee for choir members who prefer to pay as they go. The cash will be collected by your Finance volunteer for banking after rehearsal. You may like to hand the cash box to the Finance volunteer to mind during choir to prevent theft from the front desk. |

Check List

Make sure your registration desk has these things on it and enough people to get all the tasks done in time for rehearsal start:

- Member list: download from PaSME or enter straight into the app
- Guest list: download from PaSME or enter straight into the app
- Emergency contacts: download from PaSME and use a printed copy for visitors
- Registration forms: for new and returning guests
- Cash box: for once-off payments and donations
- Choir postcards: for giving to visitors to take home and stick on the fridge/wall

3. Finance

Volunteer role description

Sounds financial management is essential to the success of a *With One Voice* choir. All choirs receive income through membership fees and donations and also incur expenses as part of the weekly function of the choir.

The Finance volunteer is responsible for the financial accountability of the choir, overseeing income and controlling outgoings. The Finance volunteer reports regularly to the Coordinator, volunteer team and to the membership on the financial health of the choir.

For reasons of accountability, the Finance role should be held by one member with counter-signing protocols shared by the team.

Qualities

A great Finance volunteer will demonstrate:

- Diligent attention to detail;
- A high level of personal accountability;
- A high level of personal organisation;
- Reliability and capacity to attend choir regularly;
- Capacity to produce financial reports;
- Confidence in cash-handling; and
- Clear communication with a willingness to answer questions on choir finances.

Responsibilities

Finance responsibilities are likely to include:

- Cash-handling and banking;
- Bank account management;
- Financial record keeping;
- Invoice payments;
- Written financial reports;
- Presentation of reports to volunteers, choir members and Creativity Australia; and
- Financial management of all *With One Voice* choir events.

Finance - Rehearsal how-to Guide

| | |
|---|---|
| Cash-handling and banking | To avoid accumulating large sums of cash at the front desk, you will need to check in with the Registration volunteers after every rehearsal. Registration may deliver the cash box to you to keep during rehearsal time. A written record of money taken for banking should remain in the cash box. The cash box will most likely stay at the venue with other choir items. You should agree with the Registration volunteers whether you want to bring the float to every rehearsal or leave it in the cash box. Creativity Australia recommends no more than a \$50 float. |
| Bank account management | Yourself and one other person, most likely the Coordinator or possibly a Registration volunteer, will be signatories to the choir account. It is your role to open the bank account, monitor and control transactions. |
| Invoice payments | The choir may incur expenses related to supper or venue payments. Your role is to make these payments. |
| Written financial reports | Financial volunteers are asked to submit a quarterly report to their choir members and to Creativity Australia. Of all the volunteer positions, yours will track the financial health of the choir most closely. At a bare minimum, the choir will need to make \$10,000 AUD every year in order to pay for the Conductor and the With One Voice membership fee. The \$10,000 excludes extra payments for performance costs, venue or supper fees, printing costs and support for those who cannot afford fees. |
| Financial record keeping | You will need to keep accurate records particularly of cash payments. Creativity Australia's style template is in the WOV Resources Template document. You will receive an introduction to this format from the Creativity Australia program staff. |
| Presentation of reports to volunteers, members and Creativity Australia | You should be comfortable to explain your financial reports and give a brief overview at or after rehearsal. You should also welcome questions from the members and share your written reports with those who want them. You will also share and present your financial reports at volunteer team meetings. |
| Financial management of all With One Voice choir events | You will have extra responsibilities at event times. You will need to work closely with Event project managers to make sure they have what they need. You will most likely have to make purchases on their behalf or issue cash where you think appropriate and track receipts through the cash box record. |

4. Member Support

Volunteer role description

Member Support volunteers make everyone feel at home by welcoming guests and members at the door and providing people with name badges on arrival and welcome kits when they become members.

For new and old members, Member Support volunteers are the general 'go to' for queries or issues at choir. Member Support volunteers are also aware of special needs and circumstances affecting individual members as declared by them or their carers on their registration forms.

A Member Support volunteer will contact members who declare high care requirements directly to ensure that appropriate arrangements have been made to enable that member to attend and participate at choir. Member Support volunteers are not social workers or replacement carers for members with high care disabilities. All members with high care needs will attend choir with their carer.

Member Support should be shared between two or more people and works best as a team of several people.

Qualities

A great Member Support volunteer demonstrates:

- Openness and compassion;
- Sensitivity in communication;
- The capacity to problem solve together with carers for those with high-care needs;
- Punctuality and availability to arrive early to choir; and
- Good personal organisation, particularly in tracking and maintaining name tags and membership kits.

Responsibilities

Member Support responsibilities are likely to include:

- Weekly meet and greet of members;
- Name badge preparation, distribution and collection;
- New Member Kit distribution to members (or to the Conductor to then pass on to the members);
- Direct contact with members with special care needs and their carers to confirm care and transport arrangements;
- Ensuring special contact instructions for members with special care needs are maintained and updated with the Registration volunteer;
- Informing the volunteer team about high care members' arrangements; and
- Engaging guests and new members.

Member Support - Rehearsal how-to guide

| | |
|---|--|
| Name badge preparation, distribution and collection | Member Support arranges guests to make their own name tags. This activity is a great way to get to know people and provide that first introduction for your team to introduce themselves to newcomers. Please ensure the whole volunteer team is wearing name badges at each rehearsal. It's likely that the name badges will stay at the venue together with all the front desk team's items. Before choir, Member Support lays tags out and then collects them as people leave. |
| Weekly meet and greet of members | Member Support volunteers arrive early to choir to help set up the front desk together with Registration and Wish List volunteers. When members arrive, they register their attendance with Registration volunteers and then come to a Member Support volunteer to find or make their own name tag. |
| New Member Kit distribution to members or to the conductor for presentation | Once a guest registers as a paying member, their Member Kit is produced by Creativity Australia head office. Kits include a With One Voice bag, t-shirt and choir collateral. Depending on your Conductor's preference, he or she may like to present the kits to new members during rehearsal. Alternatively, kits may be sent directly to the member and a list of new members sent through to Registration, Member Support and the Conductor. Whichever way you do it should be agreed and then communicated back to Creativity Australia. |
| Liaison for members with special care needs and their carers | All newcomers to choir fill out a registration form which includes a voluntary declaration of healthcare needs which may affect participation at choir. The Member Support role provides a point of liaison for members with extra care needs and their carers. |
| Communicate changes to contacts or logistics back to Creativity Australia | After Creativity Australia makes initial contact with members with extra care needs, any changes to these arrangements will most likely be made with Member Support volunteers at choir. Member Support should communicate changes, particularly for emergency contact instructions, back to Creativity Australia so these can be updated and maintained in the PaSME database. |
| Inform volunteer team about high care members' arrangements | The Member Support team should update the whole volunteer team on arrangements for members with special care needs at volunteer team meetings so that everyone is aware which members may require extra support and what to do if that person's arrangements fall through. |
| Engaging guests and new members | As a Member Support volunteer, you will be naturally compassionate and communicative. The name badges present your first opportunity to engage new comers. Supper is the other time available to engage guests, new members and old. Member Support teams who actively engage their choir members in this way quickly become the trusted 'go to' for queries which can then be passed on to the appropriate volunteer team roles. |
| Re-engage absent members | Often members are absent for periods of time due to illness or injury. Member Support volunteers will often reach out to people they haven't seen for a while, check in with them and, where appropriate, report back to the choir. It is common for choirs to organise cards or gifts or video themselves singing for absent friends recovering from operations or illness. |

5. Wish List

Volunteer role description

With One Voice members often talk about the friendships and fun that choir brings to their lives. The weekly Wish List is the opportunity for members to give back to each other and the choir. Through the Wish List, members can grant wishes to one another and/or request support from the choir community. Wishes could be anything anyone needs assistance with or has to offer, such as assistance with writing resumes, learning English, understanding the internet, designing an event invitation, donations of furniture or clothing, or an offer of tutoring, job opportunities or physical labour.

Wish List volunteers record offers and asks and host the 10 minute Wish List slot in every rehearsal where members can ask for what they need or offer what they have. Where there are no new wishes, Wish List volunteers should use the time slot to explain what the Wish List is, encourage new people to make offers or requests and share great examples of previous exchanges. We recommend you proactively ask if anyone is looking for work or anything else.

Qualities

A great Wish List volunteer will demonstrate:

- Good communication skills with a friendly demeanour;
- Confidence presenting wishes to the group;
- Willingness to make asks on behalf of others;
- Discretion where members do not wish to be identified against their ask at choir;
- Enthusiasm and the active encouragement of others to make use of the Wish List; and
- Capacity to utilise social media to increase engagement with members.

Responsibilities

Wish List volunteer's responsibilities are likely to include:

- Weekly compilation of the Wish List asks and offers;
- Weekly presentation of asks and offers;
- Liaison between givers and receivers;
- Set up or utilisation of group or social media applications to increase engagement with members; and
- Recording successful exchanges, publishing them online and sharing them with Creativity Australia program staff (with permission from those involved).

Wish List - Rehearsal how-to guide

| | |
|--|---|
| Weekly compilation of the Wish List asks and offers | <p>Wish List volunteers arrive early to set up the front desk with Registration and Member Support.</p> <p>How you compile Wish List tasks and offers is entirely up to you. Your main considerations should be keeping confidentiality (if required) and being accessible so that members can easily add something to the Wish List. Some people with wishes and gifts prefer not to be identified.</p> <p>Some choirs use a box so that choir members can write down their wishes and gifts and place them in the box throughout rehearsal. Others use a private group on Facebook. You may decide to create an email address that your members can send their additions to. Whatever you decide, make sure everyone knows how to contact the Wish List volunteers and re-announce it at least once a month at rehearsal.</p> |
| Weekly presentation of asks and offers | <p>Wish List volunteers will present the requests or offers during the Wish List time slot in weekly rehearsal (about 10 minutes). When presenting asks you can leave a moment for offers to come forward and then suggest that anyone who thinks they can help contact Wish List volunteers or the wish-maker over supper. This avoids the awkward silence when no one has capacity to grant a wish.</p> <p>While nothing is technically excluded from the Wish List, beware of asks which are repeated and potentially high maintenance. For example, someone who requires assistance to get themselves to and from choir every week may be someone that Member Support should contact to discuss care and transport arrangements with.</p> |
| Act as the contact for responses to asks and offers | As mentioned you will be the point contacts for all asks and offers so your communication will be consistently kind, encouraging and can-do. |
| Connect givers and receivers | Over supper you will be able to connect givers and receivers of Wish List items with each other. You will need to actively find members and bring them together. In instances where you may have a specific request via email only, then you will pass on the relevant contact information. |
| Set up or utilise group or social media applications to increase engagement with members | To make the Wish List available outside rehearsal, you can set up a private Facebook page for members only. Creativity Australia recommends the Wish List volunteers moderate this group to avoid inappropriate content. If you receive complaints via social media then follow Creativity Australia's grievance policy and procedure which refers grievances to the Coordinator and Conductor first, and contact Creativity Australia program staff for support. |
| With permission from those involved, record successful exchanges and publish online | Where givers and receivers give their permission, you can publish successful Wish List exchanges online to help promote the With One Voice social inclusion model and recruit new members. We also encourage you to ask for inspirational stories about how your choir has changed participants' lives as it's important to share these with potential philanthropic and government supporters to prove this model builds communities and is effective and inclusive for all. You should also share these with Creativity Australia program staff. |

6. Supper Service

Volunteer role description

Supper time is a chance for the good feeling generated in rehearsal to translate into meaningful relationships and the place to connect wish askers and givers. Supper volunteers are therefore some of the most appreciated roles in the team!

Supper Service volunteers may be involved in a number of ways, including requesting food donations from local providers, the pick-up and delivery of food donations, weekly supper preparation including plating up and heating of food, as well as clean-up and ensuring kitchens and service areas are returned to their original state after rehearsal.

Supper Service volunteers work best as a team and all choir members should be encouraged to assist with clean up. The Supper Service volunteers may like to appoint someone who 'knows the ropes' to coordinate the team and introduce new people to safe handling methods for food preparation.

Qualities

A great Supper Service volunteer will demonstrate:

- Punctuality and the availability to arrive early and/or stay late for preparation and/or clean up;
- A can-do approach to getting food served on time and cleared away quickly;
- Kind communication;
- Confidence to ask for extra help for clean up; and
- Knowledge of and compliance with food safe-handling methods.

Responsibilities

Supper Service team responsibilities are likely to include:

- Sourcing supper providers;
- Coordinating delivery and receipt of food with your venue;
- Plating up food prior to rehearsal start;
- Food service at supper time;
- Cleaning up and returning kitchens and service areas to original state; and
- Thanking food suppliers (see the WOV Resources Template document) and inviting them to performances and other choir events as relevant.

Supper Service - Rehearsal how-to guide

| | |
|--|--|
| Source supper providers | <p>Supper volunteers include those who are happy to make approaches to local businesses to assist with food donations for weekly choir rehearsal. For example, some With One Voice choirs receive a weekly donation from their local Bakers Delight outlet.</p> <p>A business will usually require a written request on With One Voice letterhead. A member of your Supper team will then commit to the pick-up time to coincide with end of trading for that business.</p> |
| Coordinate delivery and receipt of food with your venue | <p>If you are fortunate enough to have supper delivered, you will need to coordinate with your rehearsal venue to receive delivery prior to rehearsal time. If you can secure a shelf in the fridge at your venue, all the better. Make sure your venue is aware of the drop-off arrangements and that they have a volunteer team member's mobile phone number to contact in the event that arrangements change.</p> |
| Plate up food prior to rehearsal start | <p>The Supper Service team are among the choir's early arrivals with the Conductor, Registration, Member Support and Wish List volunteers. Plating up supper requires time. Your team will learn from experience how much food the choir is likely to consume and how much should be bagged up or left uncut so that members can take the excess home easily.</p> <p>Many With One Voice choirs receive groceries and food stuffs as part of their supper donations. These will also be bagged up during plate up.</p> <p>Depending on the facilities your venue has to offer, you may need to bring a few supplies from home. For example, where a kitchen is available for use but the cupboards remain locked, Supper volunteers may need to bring cutting knives and platters from home.</p> <p>Where the team requires disposable items such as paper cups, serviettes, dishwashing liquid and cloth, they should speak to Finance volunteers about releasing funds to purchase these items.</p> <p>The best-case scenario is a kitchen with 'leave as you find it' rules where cups, plates, platters and cutlery are all available for use. In this instance volunteers may need to 'train' members to wash, dry and put away their utensils and crockery.</p> |
| Food service at supper time | <p>Supper volunteers will also lay out food for choir members at the end of rehearsal. Alternatively, the laying out may happen before rehearsal begins. Some choirs have access to ovens and heat food during rehearsal.</p> |
| Clean up and return kitchens and service areas to original state | <p>Supper volunteers are always hard workers and sometimes forget to ask for help. In fact, all choir members should be involved in the clean-up of service and kitchen areas. At least a couple of people on your team should be comfortable to remind choir members of things that need to be done at the end, for example washing cups, wiping tables and sweeping floors. The Supper team's role is to take final responsibility for returning the service areas to their original state but not to do it all on their own.</p> |
| Thank food suppliers and invite them to soirees and performances | <p>At event time, remember to include invitations to your supper providers and present them with a Certificate of Appreciation.</p> |

7. Events

Volunteer role description

There are two kinds of events which every **With One Voice** choir will produce on at least an annual basis: performances and fundraisers.

Performances are the best way to raise your choir's profile, attract donations and in-kind support and recruit new members. Fundraisers support your membership income with a six monthly or annual boost and, if done well, will also raise your choir's profile and recruit new members.

Events volunteers are project managers who plan, prepare, implement and coordinate others to take on the multiple tasks and responsibilities required to pull off an event.

While all **With One Voice** choir members should use their networks to explore performance and fundraising opportunities, the Events project managers are those who translate the opportunities into reality. Events volunteers also seek out new opportunities and will often be the first introduction to **With One Voice** for local businesses and community groups.

The Events roles should be shared by at least two people.

Qualities

A great Events project manager will demonstrate:

- Confident and enthusiastic communication and presentation;
- A proactive approach to following leads and making approaches to business and community groups;
- A high level of responsiveness to external inquiries and requests;
- Active consultation with all stakeholders including choir, Conductor, volunteer team and community partners;
- Practical problem-solving capabilities;
- Good personal organisation and a keen sense of time, particularly on event day; and
- Active encouragement and recruitment of choir members to participate in the planning and implementation of events.

Responsibilities

Event project manager responsibilities will most likely include:

- Identifying and pursuing performance and fundraising event opportunities in your local area;
- Consulting with the choir and the volunteer team, particularly the Conductor and the Finance role;
- Organising marketing materials and collateral to support events;
- Confirming all bookings including fees with external partners and venues;
- Seeking opportunities for local media coverage; and
- Producing and distributing an event running sheet and maps.