



# GUIDE: WRITING A ROLE DESCRIPTION

This template is to assist you in writing a volunteer role description. It contains a range of consideration, which may or may not be applicable in different situations.

Role Description Guide	
Organisation name, purpose, and mission:	
Volunteer role title	
<b>Purpose of the role:</b> (Overview of role)	Why is the role important to your organisation / community? What will the volunteer achieve?
<b>Key Tasks &amp; responsibilities:</b> (Outline of duties)	What would an average day look like? What specific tasks will they need to carry out on a regular basis? What tasks will they need to carry out occasionally? Will they have responsibilities that require reporting? What tools / resources needed to carry out tasks will be supplied? What will the volunteer need to supply? E.g. computer, spade, etc
<b>Who will the volunteer report to:</b>	Who will supervise the volunteers? Who do they go to if there is an issue? Do they have all the relevant contact details? E.g. who do they contact if sick / in case of emergency?
<b>Time commitment:</b>	How many hours per week? (Consideration: having a volunteer cover a lot of hours could be problematic if they are sick / away) Is there a roster? Specific days and / or times? Do you offer flexibility with hours? E.g. can a volunteer pick their availability or does it have to be on a certain day? Is there a minimum requirement / commitment? E.g. 12 months, one off, short term
<b>Training required or offered:</b>	Orientation—giving the volunteer the opportunity to learn about your organisation and what it does Details of training—where, when, who? E.g. classroom, online, cost Is the training NZQA approved / accredited? Does previous training or qualifications count?
<b>Support &amp; supervision provided:</b>	What ongoing support and / or supervision is provided?
<b>Performance measurements:</b>	Performance measures—how will the volunteer know they are being effective? Are there specific targets or KPIs to be met? Any time frames? What reports and to whom need to be completed?



<p><b>Location of Position:</b></p>	<p>Where will the work be done?                  Can the role be carried out at home?                  Are you on a bus route? For roles that require evening work, buses may be available                  Do you provide parking?</p>
<p><b>Benefits Offered:</b></p>	
<p><b>Out of pocket expenses:</b>                  Volunteers can only be reimburses for actual out of pocket expenses</p>	<p>Do you provide transport expenses? E.g. petrol vouchers, mileage rate (see ird.govt.nz or AA for current rates or set your own)                  Refreshments e.g. tea or coffee                  Is there an agreed reimbursement of other expenses?</p>
<p><b>Work skills</b></p>	<p>What transferable skills will they gain?                  What work related experience will they gain?</p>
<p><b>Contacts:</b></p>	<p>What are the key relationships they will be able to add to their network? E.g. clients, stakeholders, team members</p>
<p><b>Recognition of volunteers:</b></p>	<p>Certificate of service e.g. hours, completion of project                  Will you provide a reference? What period of service must they complete before it is offered?                  Other recognition or benefits for volunteers?</p>
<p><b>Ideal person</b></p>	
<p><b>Knowledge and Skills:</b></p>	<p>What skills or training do they need to have already?                  Interpersonal skills                  Communication e.g. excellent command of written or oral English</p>
<p><b>Experience:</b></p>	<p>Is there specific previous experience required?                  What previous experience would be advantageous?                  Do you require a minimum length of experience?</p>
<p><b>Any special personality requirements:</b></p>	<p>What sort / type of person would fit into your team?                  Able to work in a team or unsupervised?                  Work ethic</p>