



JOB DESCRIPTION
VOLUNTEER ADMINISTRATOR / CO-ORDINATOR

Hours:

40 hours over 5 days

Reporting to:

CEO, International Support Groups

Accountable to:

CEO and Support Groups

Summary:

The administrator would play an important role in the communication between Kolkata and the Support Groups and is required to coordinate and work alongside the CEO

Responsibilities:

1. Support Groups

To keep the Support Groups up to date with events in Calcutta. This is achieved by:

- Assisting with the editing of the tri-monthly reports which is distributed to the Support Groups every 3 months
- Ensuring ongoing communication with Support Groups via e-mail; responding to all enquiries from Europe on a daily basis.
- Ensure the distribution of the up-dated volunteer planner by e-mail to the Support Groups at the beginning of each month. The volunteer planner should include a list of when volunteers start and leave Calcutta Rescue and include when each volunteer takes annual leave.

2. Meetings

To contribute to the following meetings:

- Operational Committee meeting (once a month if required)
- Medical Audit Committee meeting (once a month if required)
- Consultative Board meeting (once a month)
- Informal Volunteer meetings (every 4 weeks)
- Governing Council (as required)

85 Collin Street, 4th Floor, Kolkata 700016, India
Tel: + 91 33 2249 1520 – Fax: + 91 33 2217 5675
info@calcuttarescue.org – www.calcuttarescue.org

WB Societies Reg No: S/67495/91-92; FCRA Reg No: 147120588

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3. Volunteers

- The administrator will carry out the 6 week, 3 month and 6 (or 9 month) reviews for all non- medical recruited volunteers, which can be used to review aims and objectives for their stay and to obtain regular feedback from the volunteer
- All non-medical recruited volunteers require a de-brief with the Administrator within the last two weeks of their time with CR. This is an opportunity to discuss achievements, address what wasn't achieved and why and to be able to provide the MC and the SGs with a clear picture of the non-medical volunteers time with CR.
- Reviews and debriefs with recruited all volunteers should be distributed to the relevant Support Group which sponsored the volunteer
- The administrator should oversee the acceptance of general volunteers (non-medical) and their allocation of a project. He/ she should ensure that the volunteer is allocated a mentor if appropriate and that sufficient support is given during the commencement of his/ her work. The administrator is also responsible for getting their feedback by means of a feedback questionnaire when they depart.
- All non-medical volunteers should be given a reference when they leave Calcutta Rescue

4. Office Administration

- Assist with reports for funding agencies, support groups and any other organisation that may require details of the work that we do.
- General office duties, filing, typing information for the units.
- To keep the organograms up to date which provides a view of the management structure of the office and project staff which are distributed to new volunteers as part of their induction pack information.
- To introduce all new volunteers to the office staff with explanations of their specific roles and responsibilities.
- To maintain up-to date clinic directions and information packs for new volunteers.
- Oversee arrangements to meet volunteers at the airport and lodgings, and explain the information systems on the computers.

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5. General

- To help solve problems which may arise amongst volunteers and liaise with the HR when it is appropriate to do so.
- To visit the units in order to maintain good contact between the office and the projects.
- To provide visitors who come to the office with information and forward information about any prospective donors to the relevant Support Group
- Conduct clinic tours when necessary
- To identify ways in which the organisation can move forward.
- To coordinate the sale of Handicrafts at Fairlawn Hotel which is done on a weekly basis and to work with the other volunteers in this activity
- To write articles about Calcutta Rescue for newsletters distributed by Support Groups when necessary
- To work with the IT Executive in the addition of up-to date information to the Calcutta Rescue website. This includes information about Calcutta Rescues' activities, assisting in the addition of information about potential patients which donors can financially support

Essential Qualities:

- Good organisational skills
- An ability to handle a heavy and varied workload
- Good interpersonal and communication skills in English
- An ability to manage people
- An ability to write clearly and concisely in English
- Computer literate (Word for Windows, Excel and Power Point)

Desirable Qualities:

- Previous experience in working in a developing country, preferably in India.
- Knowledge of/ interest in development issues

Personal Qualities:

- Flexibility, diplomacy and a sense of humour
- An ability to work well with others in a multicultural team.
- Commitment to volunteering overseas.

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