

ROAD TO REFUGE



WE ARE LOOKING FOR AN OPERATIONS TEAM LEADER

POSITION DETAILS	
Position Title:	Operations Team Leader
Employment Status:	Volunteer
Commitment:	Available for up to 6 hours/week
Team:	Operations
Reports To:	Director

WHO WE ARE

Road to Refuge is a volunteer-based organisation that seeks to engage the community in values-based conversations around the issues affecting refugees and people seeking asylum in Australia. Road to Refuge is focused on providing a platform for stories of lived experience. These stories are relayed through school and community education programs, public discussions, the creative arts, campaigns and our social media channels.

Our Mission is *to start new discussions with new audiences about people seeking asylum, based on lived experience.*

Our Vision is *a community-owned discourse, built on openness and empathy, which supports and values people seeking asylum.*

HOW WE WORK

Road To Refuge is a collaborative and dynamic organisation. Our model of social change is centred around the diverse voices of those with lived experience seeking asylum or as a refugee. We are all listeners, collaborators and co-creators. As the social and political environment surrounding the refugee debate in Australia changes, so do we. New ideas and creative solutions are everyone's prerogative.

WHERE THE OPERATIONS TEAM FITS IN

The mission of Road To Refuge can only be realised by having an efficient, organised, and strategic organisation. This is where the Operations Team comes in. They provide structure to the way we do things.

This team's focus is on both internal and external operations. Their primary objective is to ensure that each and every volunteer who comes on board with Road To Refuge is valued, supported, and able to grow through their time with our organisation, both personally and as a change-maker in their community. Volunteer management, recruitment and development is the responsibility of the Operations Team.

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The Operations Team also works on our organisation's policies and procedures so that volunteers can efficiently and confidently carry out Road to Refuge activities in line with best practice. In doing so, they work to ensure the wellbeing of participants and audiences that engage with the organisation, building community relationships.

The Operations Team also undertakes the organisation's evaluations. Working alongside the Events, Education and Communications teams, they test, learn and make improvements with each of our initiatives to ensure we continue to make maximum impact.

POSITION DESCRIPTION

The Operations Team Leader will play a vital role in managing and supporting a team of volunteers to carry out activities that meet the Operations Team's responsibilities and objectives.

Team Leaders are responsible for building and maintaining relationships with team members that are effective, honest and supportive. Under the leadership of a Team Leader, it is important that Road to Refuge volunteers feel empowered to create change with their team, the broader organisation, and the community.

The Team Leader, as a representative of their team, will contribute to the organisation's strategic planning processes. They will collaborate with other Team Leaders, the Director and the Committee to ensure that the actions of their team are impactful in fulfilling our mission. They lead process that measures impact, they are able to review and revise plans, and they keep an eye on the context surrounding our cause, and adapt their team's actions accordingly.

As an organisation, we aspire to empower people with lived experience and we acknowledge our positions of relative privilege. Team Leaders build this into the culture of their team. Team Leaders also embody the organisation's values of empathy, solidarity, creativity and tenacity.

POSITION RESPONSIBILITIES

- Coordinate and facilitate meetings with the team and individual team members as required
- Actively participate in meetings with other Team Leaders, Director and Committee as required
- Contribute to the organisation's strategic planning processes and lead planning processes with the Operations Team to ensure the team is contributing to the Road to Refuge mission
- Engage with the cause and current affairs to ensure that the work of the Operations team is timely and culturally sensitive
- Develop project plans with the Operations Team. Monitor the development and delivery of these projects. Review and/or redesign projects as required.
- Oversee the work of the volunteers within the Operations Team – provide support,

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advice, and work alongside these volunteers as required.

POSITION REQUIREMENTS

- Excellent communication skills
- Experience managing a team
- Experience in a volunteer-based team or organisation
- Ability to demonstrate an interest in the Road to Refuge cause and mission
- Ability to meet time, training and meeting commitments for a minimum of 12 months