

## EXPO AMBASSADOR TEAM LEADER POSITION DESCRIPTION

Last Updated: 14 March 2024



Insight Endometriosis is a community-based Charitable Trust working collaboratively to empower people with endometriosis (suspected or diagnosed). While based in Hamilton we provide services throughout New Zealand, with a focus on:

- Improving access to quality evidence-based information
- Connecting those affected by endometriosis to relevant support
- Ensuring those affected by endometriosis are productive, feel valued in their workplaces, and nurtured to succeed in their places of study
- Building a strong, connected community network amplifying the voices of those affected by endometriosis
- Ensuring lived experiences of those affected by endometriosis informs policy development and health system change
- And other relevant support and assistance.

### VISION:

Lives not limited nor defined by endometriosis.

### OUR ASPIRATION FOR AOTEAROA NEW ZEALAND:

Those affected are empowered and supported at all levels, with equitable outcomes for all.

### OUR PURPOSE:

We empower with support and information, and through strong partnerships work towards equitable change.

### POSITION SUMMARY:

The Expo Ambassador Team Leader coordinates the work of the Expo Ambassadors who represent our organisation and provide information about endometriosis by engaging positively with the public at various expos nationwide

### TIME COMMITMENT:

To fit in with personal commitments, ensuring contact with volunteers to organise their training and expo rosters

### LOCATION AND TIMING:

Remote and rosters completed 1-week prior to each expo

### REPORTS TO:

Manager/Educator

### KEY RELATIONSHIPS:

Volunteer Development Manager  
Expo Ambassador Volunteers  
Community Connector

## EXPECTED OUTCOMES

- Raise awareness of endometriosis and support provided by Insight Endometriosis
- Expo Ambassadors fully understand their role as organisation representatives and educators, engaging competently and confidently with the public.
- Ambassadors are well-trained to support their role. The Team Leader will notify the Manager/Educator of any training that is required, which will be carried out by the Educator once or twice a year as needed.
- The Team Leader will maintain a record of trainings and ensure Ambassadors complete a training/refresher at least once every three years.
- Friendly and positive relationships are maintained with staff and fellow volunteers at all times.
- Manager/Educator is kept up-to-date with progress and issues arising.

## KEY TASKS

Areas	Measure	Time-Frames
Planning	Contact and liaise with team to ensure roster filled for each expo, using template provided.	As required
	Contact Manager/Educator if there are any issues filling the roster	As required and ongoing
Actions	Provide rostered Ambassadors with information needed such as roster, access, parking, cellphone numbers etc.	One week prior to each expo
	Contact rostered Ambassadors before expo to reiterate information	Two days prior to each expo
	Provide roster details to Manager/Educator before expos	Three days prior to each expo
	Liaise with Manager/Educator during event if there are any issues that arise and need to be dealt with immediately	As required and ongoing
Reporting	Report back to Manager/Educator: <ul style="list-style-type: none"> <li>• List of volunteers so thank you's can be provided</li> <li>• Concerns or issues</li> <li>• Positive/negative feedback received from expo ambassadors</li> </ul>	As required

Areas	Measure	Time-Frames
Record Keeping	Maintain Excel spreadsheets recording: <ul style="list-style-type: none"> <li>• Ambassador training</li> <li>• Expo rosters</li> </ul>	Ongoing
Training	Expo Ambassador training will be provided and opportunities to participate in other training made available at own interest	Ongoing initially and then every 2-3 years
Documentation	Be familiar with and guided by the Volunteer Guidebook	Ongoing
Health & Safety	Actively support and comply with policies and procedures	As required

#### RESOURCES PROVIDED:

- A list of Ambassadors, their contact details, and current training status.
- A roster and email templates
- Full training will be provided at commencement and as required.

#### EXPERIENCE

- Staff/volunteer supervision
- Leading a team
- Managing rosters

#### KNOWLEDGE, SKILLS AND PERSONAL QUALITIES

- Pro-active with good organisational and time-management skills
- Honest and reliable
- Able to maintain accurate, legible and timely records
- Access to email, text, phone and internet
- An ability to communicate with people from diverse backgrounds and maintain good relationships.
- Pleasant telephone manner
- The ability to ensure and maintain confidentiality

Visit: [www.insightendometriosis.org.nz](http://www.insightendometriosis.org.nz)

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# ORGANISATION CHART

27 March 2023

