



## New Team Leader Pack 2021

So you've volunteered to be your team's leader- wahoo for you! Congratulations El Jefe! That's pretty awesome ;) Hopefully you're super excited for your new role. But maybe a little nervous/confused too?

Here is a reminder of a few key things so your team can hit the ground running! This pack contains extracts from the Playbook which are key to recruiting new volunteers and a few other bits and bobs.

You can access more detailed information along with other material relating to StreetDoctors on the Playbook - [www.streetdoctors.org/playbook](http://www.streetdoctors.org/playbook) (password: v0lunt33r)

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## Roles and Responsibilities in Local Teams

There are 9 key roles in each team. Below is a brief overview of them.

More detailed and relevant information can be found on individual parts of the Playbook section of the website, named after each role.

Role	What they do
Team Leader	<ul style="list-style-type: none"> <li>Oversee the whole team and keep in close contact with StreetDoctors HQ.</li> <li>Attend regular training days</li> <li>Be an ambassador for the team – support Delivery Team with meeting potential partners when needed</li> </ul>
Deputy Team Leader	<ul style="list-style-type: none"> <li>Works alongside the Team Leader to oversee the team and step in when the Team Leader is unavailable</li> <li>Keeps team details up to date</li> <li>Attend regular training days</li> </ul>
Liaison Officer (one for each delivery partner)	<ul style="list-style-type: none"> <li>Be the main point of contact for a teaching centre – organising sessions, confirming dates for teaching and getting volunteers signed up to teach.</li> </ul>
Resource Manager	<ul style="list-style-type: none"> <li>Receive training in our finance system</li> <li>Have oversight of the local team's finances – budgeting for any local delivery expenses, arranging expense claims via HQ</li> <li>Keeping an eye on equipment levels and ordering more via HQ if needed.</li> </ul>
Social Sec	<ul style="list-style-type: none"> <li>Does what it says on the tin - organisation of team socials! There is a definite correlation between how well a team get on and how much teaching they're able to do.</li> </ul>
Impact Specialist	<ul style="list-style-type: none"> <li>Receive training from our research guru</li> <li>Have oversight over research data gathered by the team and look into the</li> </ul>

	<p>impact we're having on the young people we teach</p> <ul style="list-style-type: none"> <li>● Potential for research projects</li> </ul>
Quality Specialist	<ul style="list-style-type: none"> <li>● Work with HQ to ensure our teaching is the best it can be</li> <li>● Focus on facilitation and teaching skills of volunteers</li> <li>● Make sure our teaching plan offers quality training 100% of the time</li> <li>● Investigate ways in which we can improve our teaching as well as contributing to national efforts to streamline the teaching plan.</li> </ul>
Communications Specialist	<ul style="list-style-type: none"> <li>● Be trained in liaising with the media and effectively communicating StreetDoctors' key messages</li> <li>● Look after any social media accounts the team has running and ensure regular posts so the feeds remain current</li> <li>● Help StreetDoctors become part of the local community</li> </ul>
Fundraising Specialist	<ul style="list-style-type: none"> <li>● Utilising guides in the Playbook to inspire and plan fundraising activities</li> <li>● Receive training in effectively organising and facilitating local fundraisers with the support of your team</li> <li>● Contributing to national fundraising strategy</li> </ul>

## Specialists

Each local team should have a Specialist for each of the four areas:

- **Quality**
- **Impact**
- **Fundraising**
- **Communications**

These individuals will receive additional training and represent their teams at national or regional training days which take place **2-3 times a year**.

## How to Manage Delivery Partners

### 1. Tracking Sessions from big packages

If the Partnership Manager (Sarah Bloxham) has secured a package of sessions with a local borough or individual delivery partners that means your team will be able to teach there.

Often these organisations require us to send them a report of teaching numbers, therefore it would be useful if the Team Leader/Deputy Team Leader, in cooperation with the relevant Liaison Officer could track sessions being delivered under individual packages using a Google sheet under your individual team's Google drive. This information needs to then be updated on Lamplight.

Contact PM for help if needed: [sarah@streetdoctors.org](mailto:sarah@streetdoctors.org)

### 2. Making a phone call

Calling a delivery partner is often better to quickly find the person to speak to about arranging session dates and times when compared to email. It can help you to identify the manager/deputy of the service or the manager of education programmes for young people in their service.

Always ask for contact details if no one is available. Some services won't give out staff emails/phone numbers so leave your own details in this circumstance (e.g. local team email account or personal phone number if happy to). Remain polite and friendly ☐

#### Example phone call:

*"Hi my name is X. I'm calling from StreetDoctors. We're a national charity made up of young volunteer healthcare students and professionals. We are looking to teach vital emergency life-saving skills to the young people you work with. It would be great to speak with [insert name if known or the role of the person you're looking to speak with]"*

### 3. Arranging training sessions

Email usually works best. Always use your local team account – helps to keep info in one place and looks more professional!

If unable to contact the right person via phone, send an email along instead. It's also good practice to summarise any phone calls made via email to remind both parties what was discussed and what the next steps are.

Hopefully your email will get a response, in which case you could:

- Arrange a phone call
- Continue communicating via email
- Arrange a meeting

If unsuccessful – continue emailing! Include your phone number so that they can call you if they want to!

Best time to email = **mornings!** Not 5pm on a Friday!!

### 4. Cancellation Policy

The StreetDoctors Cancellation Policy helps to protect delivery partners and volunteers against late cancellations. We want to ensure that as many young people as possible can access our sessions and that inconveniences due to cancellations are kept to a minimum.

#### 4.1 Cancellation by delivery partners

Delivery partners must give 48 hours' notice if they wish to cancel a session. This can be done by contacting the liaison officer.

If sessions are cancelled less than 48 hours before and cannot be rearranged, the delivery partner will be charged in full. It will be detailed in the invoice.

#### 4.2 Cancellation by StreetDoctors volunteers

StreetDoctors volunteers must give 7 days' notice if a teaching session cannot go ahead. We will make every effort to re-schedule the session immediately.

Delivery partners will never be charged for a session cancelled by a StreetDoctors that cannot be rearranged.

### 4.3 Avoiding Cancellations

StreetDoctors liaison officers should contact delivery partners 7 days in advance to confirm a session is going ahead, and the date, time and address. This information should be made up-to-date on Lamplight and volunteers informed of any details.

Liaison officers should also give all names of volunteers going and request the number of young people expected.

Liaison Officers should use the Strategy for Filling Sessions document if they are struggling to sign up enough volunteers for a session. This can be found on the Playbook section of the website: Delivery Team (Delivery Lead and Liaison Officers)

-> Delivery Guidance

## Digital Sessions – Bleeding & Knocked Out

We have launched our digital sessions for YP now. These are **45-minute sessions online** that are our current first choice for delivery as they are not disrupted by local/national lockdowns.

Everything you need to know about digital sessions and packages can be found in the **Playbook** under **All StreetDoctors volunteers -> Digital Sessions**.

Training has been given to volunteers over the course of 3 separate training cycles. We have paused further training until September/October when new volunteers will be recruited and trained.

The process for digital packages is the same as a face to face package. You will have a handover from either NVC or London Coordinator outlining the package details and running through how to coordinate a digital package. You should then assign a liaison officer (if you have one) to handle the DP communication and organise sessions based on your teams availability.

The process for a volunteer to become digitally trained is as below

Complete the 2 hour digital training workshop

Join the 'Digital Training' Group on Facebook

Read the training plans

Familiarise yourself with the Koantic digital presentations

Watch both mock session videos

You are now ready to deliver sessions!

- **2 hours online training** – hosted by StreetDoctors staff team for up to 12 volunteers at a time, this session **is not about learning new content** this session is to help you become comfortable expressing your **current knowledge** in a **new format**. The session will help volunteer become familiar with Zoom and Koantic.



- **Digital Teaching Group** - After training, volunteers will receive an email with a link to our Digital Teaching Facebook Group where they will be able to:
  - o **Get updates on digital delivery**
  - o **Sign up to sessions**
  - o **Debrief on Sessions**
- **Sign-up** – Other teams, NVC and London Coordinator will post on the group if volunteers are needed to fill sessions. This is in addition to any digital package that is specifically assigned to your team.
- **Teaching (+Post Session)** – do what you're already great at! Then post session the staff team will handle the feedback and if you feel like any follow up is needed let us know. Make sure you post a debrief in the group after the session.

### **Role in supporting Digital Delivery as Team Lead**

We are going to need your help in supporting digital delivery as leads! Even if you haven't received training yet, being aware of these sessions is going to be important so you can help answer questions from your team. These sessions follow many of the rules as normal session (2 vols to 15 young people), except that they are taking place online. Volunteers will just need **a computer**, a **quiet room** and **Wi-Fi connection**. We intend for digital teaching to be **cross-team** so that volunteers can teach with other volunteers all over the country helping expand the reach of StreetDoctors. If the opportunity comes up for the **digital training**, we highly suggest you sign up for it so that you can develop these skills and help guide your team.

To summarise your main roles in supporting will be:

- Keep up to date on StreetDoctors digital developments
- Helping answer questions from your team
- Making it an agenda point at future team meetings
- Feeding back to NVC on how your team is finding it

## **StreetDoctors FAQ**

These questions are designed to help you deal with potential questions interested applicants may ask you:

### ***Do I need to know trauma medicine to teach at StreetDoctors?***

Not at all! All necessary training is provided by StreetDoctors at the Team Training Day and Conference and we have specific teaching plans for our sessions. We aim to keep our teaching simple so that the young people can remember the important steps in an emergency. Telling young people about relevant cases you have seen on placements helps make the session engaging.

### ***How long is each session?***

1-2 hours. This depends on the group and agreement with the delivery partner.

### ***How often will I be teaching?***

Around 2 sessions a month, and more if you can! You will get better and more confident at teaching if you teach regularly. If you only teach two or three times a year, you're unlikely to get into your stride and become the best teacher possible.

### ***How many young people will be at each session?***

Usually around 5-10. When sessions have groups over 15 they will need to be split into multiple sessions that can run at the same time if there is space at the venue. We aim to have a ratio of 2 volunteers to 15 young people.

### ***Will there be anyone else in the room?***

A support staff member from the delivery partner should **always** be present. They can help to manage behaviour and encourage participation.

### ***What should I wear?***

Clothes that you feel comfortable in (and are not revealing). It looks good to wear your StreetDoctors t-shirt as the group of volunteers look more like a team.

### ***What materials for teaching are needed?***

This information can be found on the Playbook section of the website: All StreetDoctors Volunteers -> Teaching Materials

***Is working with young people safe?***

Yes. StreetDoctors has not encountered any problems with safety before. If you have any concerns, please talk to your team leader or a member of staff at the venue.

All delivery partners have measures in place to ensure the safety of the young people, staff and volunteers. Additionally, one of our key rules is to have a minimum of 2 volunteers per session, therefore you will never teach alone.

***Is it difficult to gain the respect of the young people or to get them to participate?***

This varies each time! If a session doesn't go so well, don't worry about it. It's a learning process and after teaching a few times everyone feels a lot more confident.

StreetDoctors will give you tips on how to best engage young people – e.g. if no-one volunteers to answer questions, choosing someone to answer. Always be enthusiastic and supportive. The main thing is to enjoy yourself! If you are relaxed, the young people will be too.

***Do I have to be cool/street wise?***

NO!! The young people appreciate it when you are genuine and honest. So be yourself. It doesn't make a difference as long as you are authentic, respectful and keen to engage with young people!