

Team Leader Role

So... You're a StreetDoctors team leader? Welcome!

Firstly congrats! For having the courage/confidence/commitment to take on this role. StreetDoctors is a fantastic group of enthusiastic and dynamic medics helping to change lives of young people. Without people like you to give that enthusiasm, commitment and direction we'd be stumped!

This document will let you know what the team leader is expected to do, what support you can expect, some hints and tips from team leaders who have been around a while. The StreetDoctors HQ team are always available to have a chat with you. If any problems arise or you are feeling overwhelmed, just give us a call or email.

What does a team leader DO?

- Make sure the other people in your team are doing what they are meant to.
- Be the main channel of communication between the local team and StreetDoctors HQ.
- Be a local spokesperson for the charity (for local media)
- Be a point of contact for local external organisations.
- Planning the agenda for meetings.
- Chairing/running local meetings
- Facilitating the local team to make goals and achieve them each term.
- Attend national training days for Team Leaders

Any specific things we need to do?

- **Arrange local meetings regularly** – we have found that the best teams meet fairly regularly about every 6 weeks. Your co-ordinator will help by arrange dates/venues for meetings, taking minutes and circulating minutes.
- **Keep in touch with the NVC/LC**– call anytime and especially if there are any problems or you're feeling stressed. You should schedule a catch up chat with the NVC at least once a month – if there isn't much to chat about it will be short, but if there are things you need help with let's work on it before it becomes a problem 😊.
- Use **Lamplight** (numbers of young people taught, volunteer participation, fundraising results) to see how well your team are doing - everyone should be proud of the team's achievement!
- Use the **goals** as a way for everyone to focus on making progress in specific areas and celebrate it when progress is made! Set new goals when you achieve goals already set.
- Keep an overview as to whether your local team is reaching their **fundraising** targets and support the Fundraising and Communications task force member.
- Providing **references** for local volunteers – we'll give you a template.

- Making sure everyone is doing what they are meant to is probably the trickiest aspect of this role – it involves great communication, the team working together, a bit of peripheral vision and intuition. It's a bit of an art – some people need more encouragement and confidence – some people need a bit of direction to focus. Learning these skills now will help you for the rest of your life! If you would like us to find you a mentor locally to help, please let us know – it's great to have someone experienced to be able to chat problems through with.

Hints and Tips from StreetDoctors team leaders past and present;

- Be clear about standards and what is expected – StreetDoctors is really fun but we need to be professional. Being clear about expectations from the beginning will help.
- When communicating with your team set clear dates about when you need to hear back from them as this ensures a higher response rate.
- Read the descriptions of what each of the other roles should be doing, that way you'll know if someone isn't doing what they're supposed to and can guide them down the right path! E.g. making sure the Co-ordinator is chasing people up to fill in the team contact database.

What you can expect from StreetDoctors;

- 100% support! We want to give you as much support as you need to run a great local team.
- The NVC and the team will be available for you to talk to
- Your hours spent organising resources and finances to be taken into account for the StreetDoctors volunteer recognition scheme.
- Training – we want to give you some great training, above and beyond the normal StreetDoctors training. If there is anything you would be interested in learning let us know. We'll be keeping our eye out for training opportunities and letting you know.
- A personal letter of reference from the CEO.

The Team Leader Pack contains;

- Specialist role descriptions
- Updates on digital delivery
- How to manage delivery partners

The Pack can be found on the Playbook - <https://streetdoctors.org/volunteer-area-the-playbook/>

Thank you for taking on this crucial role. We hope that you find being a team leader challenging, rewarding, interesting and fun! It won't always be easy, it won't always be fun but you will learn loads, meet fantastic people and know that you are contributing to changing young peoples' lives for the better.