

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?

- Attend national training days for Team Leaders
- Be the main channel of communication between the local team and StreetDoctors HQ.
- Be a point of contact for local external organisations.
- Planning the agenda for and chairing local meetings.
- Oversee all activities that take place within your local team
- Facilitating the local team to create goals and achieve them each term.
- Make sure the people in your team are doing what they are meant to.
- Be a local spokesperson for the charity (for local media)

Any specific things we need to do?

- **Arrange local meetings regularly** – we have found that the best teams meet fairly regularly. At **minimum** we suggest meeting as a team termly – before Christmas, before Easter, and before you break up for summer. Try and help your team see this as a requirement, and even better, add a social at the end! Your local coordinator can help you with venues if this is tricky in your area
- **Keep in touch**– call anytime and especially if there are any problems or you're feeling stressed. You should schedule a catch up chat with your local coordinator 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 😊.
- StreetDoctors is currently changing the way we use systems – for now, **we are still using Lamplight**, so make sure it is up to date. As things change, you will be kept in the loop and have training, so keep an eye out so you can set an example for the team in compliance!
- Use the **goals** as a way for everyone to focus on making progress in specific areas and **celebrate it when progress is made!** You might like to do this with new volunteers – an example could be that every new volunteer has taught a session by Christmas.

- 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!

Hints and Tips from StreetDoctors team leaders past and present:

- Be clear about standards and what is expected – StreetDoctors is a commitment and while circumstances can change, it's important that volunteers know what is expected and are able to assess what is realistic for them, especially as they get to grips with their timetable as the year goes on.
- 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!
- Be in regular contact with your local coordinator – they are there to help you!

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 staff team are available to talk to and to advise
- 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 upon request.

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.