

Volunteer Needs for WCA

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*NOTE: A * denotes volunteer needs that can be performed in part or full from overseas*

Administration/Office

IT/PC Repair – We need someone who can help us with fixing computers, mentoring people in pc maintenance/repair and helping us to set up a network. Initially, the focus would be on our office computers, but this could be expanded to helping with computer support for computer training programmes that we run directly or that we are partnering with (e.g. Light Providers computer training programme run by Vusi)

Basic Job Description

- Computer repair/maintenance
- Setting up and maintaining computer network
- Training/mentoring WCA staff to maintain/repair computers
- Sourcing appropriate software for our needs

Financial Management – We need someone who can help us manage our finances. This person would particular help with developing budgets, writing financial reports, liaising with the auditor, disbursement of finances, etc. He/she would be assisted by our bookkeeper. Eventually, this will need to be a full-time position at WCA.

Basic Job Description

- Developing and sending financial reports
- Liaising with the auditor
- Developing budgets for existing, future and potential funding and expenses
- Disbursement of finances

***Administrative support/consulting** – We need people who can help with developing policies and other key documentation for the organization. We also need people who can assist with day to day admin work, such as filing. Also, there is a need for training of all our staff, especially the administrative staff, in performing administrative tasks effectively.

Basic Job Description

- Do day to day admin work
- Develop policy documents and other key documentation
- Train staff in administrative functions
- Develop and maintain administrative systems

Driver - We always seem to have a shortage of people who are able to drive. It is not easy for our staff to get licenses, as it is costly and time consuming, and therefore few have them. Therefore, there is always a need to help with driving.

Basic Job Description

- Drive staff for their programme work
- Run errands for admin, facilities work, or food shopping

***Editing of internal and external documents and communications** – English is a second language to almost all of our staff, and also their educational backgrounds were not as good as it is for those in the developed world (or the more privileged communities in South Africa). Therefore, grammar and written communication is always a challenge. We need people who can edit our documents before they are sent out. This can be done overseas through email.

Basic Job Description

- Edit documents written by WCA staff in a timely manner

Communicaitons/Marketing

Media/Graphic Design Person – We need help with graphic design for our various material, including promotional material and curriculum. This can be done from overseas.

Basic Job Description

- Designing/updating website
- Graphic design work for various print and computer media (brochures, banners, presentations, etc.)
- Graphic and layout design for training materials (manuals, welcome information, etc.)
- Training/mentoring staff in how to do this type of work themselves

***Production of promotional video for WCA** – This person or team can design, film and edit several promotional videos for WCA, using existing footage and adding new footage. Several videos would be needed for various kinds of audiences, such as short (e.g. 5 minute video, longer 10 minute video and in depth ½ hour video). Also, separate videos can be made highlighting different aspects of our work (e.g. our approach to dealing with AIDS, our approach to dealing with crime, etc.).

Basic Job Description

- Design video strategy
- Film necessary clips
- Edit film

***Networking/Promotions** – We need people who can help by researching and networking with various people and groups that can help in developing WCA's vision. A significant aspect of this is to research on the internet for organizations, materials, initiatives, etc. that can be of help to WCA. It also can include attending events, conferences and other programmes for the purpose of raising our profile and networking with people. This job can be done anywhere in the world, but it is important for someone to do physical networking (e.g. attending events, etc.) in South Africa. This job is also part of our communications officer's, President's and CEO's roles.

Basic Job Description

- Researching on the internet and in other ways about networking opportunities for WCA
- Networking for WCA at events and promoting WCA

Event Management – We need people who can help us organize various events, such as career fairs, fundraising events, etc.

Basic Job Description

- Plan events
- Organize events

***Fundraising/Proposal writing** – We need help with fundraising. This is a key need.

Basic Job Description

- Write proposals/grants for funding
- Develop and implement strategies for fundraising

Programmes/ Training/ Curriculum

***Curriculum Development** – We need someone to help us develop our curriculum and also to adapt it to our various audiences. Currently, we need to develop a manual for our leadership course, and to adapt the leadership and life skills curriculum for the high schools programme. In the future, we will also need to develop curriculum for other target audiences (e.g. businesspeople, university students, etc.).

Basic Job Description

- Review existing material
- Get to know WCA's programmes in depth
- Interview existing speakers/facilitators on programmes in question
- Write material
- Oversee review/editing process of material

Quality Assurance – We are continually seeking to improve the quality of our programmes. We need people who can help with monitoring and guiding our staff in their delivery of programmes. This would include assisting with mentoring and training of staff in the area that they need most improvement.

Basic Job Description

- Doing quality assessments of staff in their delivery of programmes
- Mentoring and training staff in areas where they need to improve
- Providing reports and feedback to the staff and their superiors
- Developing quality assurance procedures and benchmarks

Facilitating/Speaking – There are always needs for people to do facilitation of classes and teaching on various topics. There is a constant struggle to find speakers for classes that we run continuously in many areas. We are always in need of people who can travel to various courses and speak on topics that they are skilled to deliver on.

Basic Job Description

- Speak at various courses on topics in curriculum
- Get familiar with existing curriculum and desired outcomes

Running Creative Activities – For all of our courses, we like to move away as much as possible from the traditional lecturer/student training structure. We want our courses to be as interactive as possible, and we need people with creative juices to help us develop, plan and run creative activities that complement our training. This is especially important for our leadership programmes, which have classes and activities through the day and evening. It is important to have a variety of training methods for this programme.

Basic Job Description

- Developing, planning and running creative activities for courses
- Training others how to run these activities

Assisting Programme Managers and Course Coordinators – Our programme managers and course coordinators have many tasks to perform and can always use help. This can range from simple administrative tasks like photocopying, to assisting with facilitating classes and small group discussions. Part of this could include mentoring the staff that are being assisted.

Basic Job Description

- Assist programme managers and course coordinators with whichever tasks that they need to have done (see their job descriptions for more details)

Marking/ Student assessment – As we move towards fulfilling accreditation requirements, we can use help with student assessments and marking of papers/exams

Basic Job Description

- Performing student assessments through one-on-one interaction and assessing written work
- Marking tests/evaluations

Facilities

Facilities Management – We currently have someone in this position, but he is not appropriately skilled or qualified for the role, and would appreciate more help in this area. We need someone who can help to develop plans for our facility and who can manage our facility effectively, overseeing all the upgrading and maintenance. It's possible that the existing person in this role could focus on overseeing maintenance, while the more skilled and experienced person can manage development and oversee the person managing maintenance. We will need someone to play this role full-time in the future.

Basic Job Description

- Help to develop short-term, medium-term and long-term plans for WCA's leadership centre property
- Oversee development and maintenance of property
- Train people in various skills
- Manage labour working on facilities

- Help develop and oversee various income generation activities on property

Construction/Maintenance Work – We always have needs for people to help with construction and maintenance work. Construction work needed includes plumbing, electrical, fencing, building, carpentry, roofing, etc. Maintenance work includes unskilled work like cutting grass and skilled work like fixing leaks, etc.

Basic Job Description

- Do various practical work, according to skill level

Accommodation management – This person would focus on managing the accommodation for the leadership centre. This would include the accommodation for staff and students, as well as hiring out the facilities to groups and individuals. Part of this role would include marketing of the facilities to outside groups and overseeing hospitality for the centre. The facilities manager and accommodation manager could be the same person.

Basic Job Description

- Marketing facilities to outside groups for hire
- Overseeing hospitality for people staying at centre
- Overseeing cooking
- Organizing accommodation for students, staff and outside groups

Human Resources

Human Resources – We need to have someone help with the human resources needs of our organization, including the administrative component (e.g. developing job descriptions, contracts, etc.), the training component and the staff support component (e.g. counseling). This person would oversee the hiring and induction of new staff and volunteers as well as the disciplinary issues. Eventually, this will need to be a full-time position at WCA.

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Basic Job Description

- Develop job descriptions for new positions
- Develop contracts for new positions
- Develop and manage training programmes for staff
- Providing support for staff in their work and personal capacities
- Enforcing disciplinary measures

Staff Training Coordination – This is a role of the human resources department that can be played by a separate person. It would involve developing a training programme for various staff, including getting staff into learnership programmes and sending them on short courses.

Basic Job Description

- Develop staff training plan
- Identify training opportunities for staff and send the relevant staff members to the various programmes offered
- Coordinate in-house staff training activities

Staff Counseling – This is a role of the human resources department that can be played by a separate person. It involves doing staff counseling and providing emotional support to staff.

Basic Job Description

- Meet with staff on a regular basis to check how they are doing personally and to help them through issues
- Work more closely with certain staff who have urgent or more intense needs

Student Counseling – There is a need for numerous people to do this. Ideally, we'd like to have a strong link with organizations that can do this for our students. Often the need is greater than the availability of counselors. This person would help with personal counseling for students that are referred by our various course coordinators. This is a sensitive area and requires people with appropriate experience and skill.

Basic Job Description

- Meet with students that have been referred for counseling
- Arrange regular meetings with those who have specific needs
- Know limitations and refer people for outside help when appropriate.

Volunteer Management – WCA hosts a number of teams from all over the world. There is often a need to coordinate the activities of these groups. Sometimes, it also involves networking with other organizations so that these teams can assist those organizations as well. In addition, WCA hopes to build up its overseas volunteer base and will need people who can manage the unique needs of these volunteers. This would include liaising with them before they come, helping them to integrate into WCA life and to help support them with ongoing needs that they have.

Basic Job Description

- Coordinate teams that come to assist WCA
- Liaise with and assist volunteers

Follow-Up/Evaluation

Research – We need to do an extensive evaluation/review of our programmes. We need someone(s) who can develop a research programme and implement it. One of the main strategies could be to find and interview a large sample of former WCA students, to find out what they are doing now, and to find ways of measuring the impact of the programmes. This can help us to know our success and thereby communicate it to funders, to identify weakpoints and areas that we need to change, and to integrate former students who are not succeeding into initiatives to get them in a positive direction for their lives.

Basic Job Description

- Develop research programme
- Find effective and efficient way to reach former students
- Do research/Gather data
- Compile data
- Develop reports
- Work with WCA management and staff to improve based on findings from report

***Database management** – We need someone who can help to develop our student database and forms for getting student data into an effective tool. This person would also need to train our staff in use of this database. This can be done from overseas.

Basic Job Description

- Develop effective student database system and forms for getting student data
- Train staff in using this database system

***Identifying Opportunities for Students** – We need someone who can help with identifying opportunities for students in areas of study, work, volunteering and apprenticeships. These opportunities will be matched with the appropriate students. Currently, this role is falling under the communications officer, but he can use a lot of help in this area.

Basic Job Description

- Search media and network with relevant agencies to find opportunities for students.
- Maintain database of opportunities

***Mentoring former students** – We need many people who can provide mentoring support for former students, helping them to move in positive directions in their lives. In the future, it would be great to develop a system whereby students in South Africa can liaise with mentors in different parts of the world through email and things like VOIP (internet phoning).

Basic Job Description

- Meet with individuals or groups of former students and offer support for them in helping them to achieve their visions
- Develop a structure for placing mentors with students and managing the process (for one person to manage, but obviously not for all mentors)

Computer Training and Maintenance Project

Computer skills are an important complementary skill to our life skills programmes. We have been training computer skills in KwaNyuswa along with life skills ever since World Changers started. Also, many people are interested in gaining computer skills, so having training programmes available attracts students to our life skills courses. I would like to set up an initiative to have computer training in all the communities where we run life skills, catering for our life skills students. Ideally, I would like this to be managed by another entity than World Changers. However, to get it going, we may have to pioneer it. My idea would be that we source computer donations, then partner with high schools and primary schools by giving them the computers while they agree to allow our students to train on them after school hours at no cost. We would probably only have to provide a computer trainer. This would be a low-cost way to run computer training initiatives, so we wouldn't have to worry about paying for and maintaining a venue. It would be important to set up a computer maintenance repair structure that could repair computers for profit (particularly targeted at businesses and individuals in the townships) while assisting schools and non-profits either at cost, below cost or for free. There is a great scope for something of this nature, but it would have to start small. For this initiative, we would need:

Project Management – We need someone who could champion this initiative and run with it. He would need to develop the strategy and oversee its implementation.

Basic Job Description

- Develop strategy and plan for this initiative
- Manage project
- Source donations of computers
- Oversee accreditation process

Computer training – As part of this initiative, we would need people who can train computer skills. Initially, we may need trainers of trainers, as we would probably use our former students who have computer skills to be the trainers, but we would need people to train them.

Basic Job Description

- Train students in computer skills
- Train trainers how to train students

***Curriculum Development** – We already have a large amount of training materials that come from various sources. There is also a lot of free stuff on the internet. However, we would need someone to compile all this together and to develop a curriculum that would be appropriate for our programme.

Basic Job Description

- Do research on what's available out there
- Compile material together

IT/Repair – We would need a team of people with IT skills who can train others in this area who can be our main repair people. We would probably need someone full time who has a lot of skill in this area who could be the backup point of call for the repair people.

Basic Job Description

- Computer repair/maintenance
- Setting up and maintaining computer network
- Training/mentoring people to maintain/repair computers
- Sourcing appropriate software for the training needs

***Sourcing donations** – We would need people who can help source donations of computers, in South Africa and in other countries.

Basic Job Description

- Identify organizations that focus on computer donations and partner with them
- Promote needs through various channels