

JPs in the Community Program

Program Site Co-ordinator Responsibilities

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Version history

The following table outlines the high-level changes that have been made to each version of this document.

Version:

1. January 2019

Role and responsibilities of Site Co-ordinator

The role of a site co-ordinator (co-ordinator) is important and vital to the efficient operation and provision of witnessing services to the Queensland community through the JPs in the Community Program (the Program).

Co-ordinators are the crucial points of contact between the Justices of the Peace Branch (JP Branch) staff, site host staff and Program volunteers.

In addition to the requirements detailed in the Program *Volunteer Information Pack*, those undertaking the role of co-ordinator must be prepared to fulfil the following functions and duties:

1. Prepare and manage the volunteer roster for the signing site and retain a copy for future reference if required by the JP Branch
2. Manage the site Log Book in relation to witnessing statistics collection (individuals may choose to record their activity in their own personal log book), compile site statistics (from the site log books and from volunteers recording in their own log books) at the end of each month and enter the details into the Better Impact database* or forward the details to JP Branch, within 14 days. The statistics required include:
 - number of documents witnessed
 - number of clients assisted
 - names of volunteers on the team, and
 - total volunteer hours performed at the site for the month.
3. The co-ordinator may delegate any team member willing to assist in the collection of site statistics.
4. Monitor the level of site resources supplied by JP Branch and submit a request for additional resources as required
5. Identify key mentors in the team. JP Branch staff will advise the site co-ordinator of people requesting mentoring and the co-ordinator will use their best endeavours to link a suitable mentor with the mentee within 10 working days. The coordinator is to advise JP Branch of the start date of mentoring and the allocated mentor.
6. Organise the induction of new volunteers into the team, ensure the volunteer has received registration confirmation from JP Branch and completed any host site induction prior to providing volunteer services.
7. Advise JP Branch and the host site of any interruption in anticipated service delivery, if you are aware that there are or will be no volunteers available on a rostered day.
8. Advise JP Branch if a volunteer stops volunteering at the site for a particular reason, length of time, or permanently to ensure efficient management of the Program.

*As part of the co-ordinator induction brief, a JP Branch Community Engagement Team representative will provide a detailed explanation regarding the use of the Better Impact software used to record your monthly site statistics.

Liaising with site host

It is expected that co-ordinators will liaise with the JP Branch endorsed site host to facilitate the day-to-day operation of the signing site. Co-ordinators represent the JP Branch and are encouraged to maintain positive relationships with sites hosts who are acknowledged as major program stakeholders.

To maintain professional service delivery, co-ordinators are to notify JP Branch of any changes impacting the operation, appearance or administration of a site or issues affecting the ongoing working relationship with site hosts.

In most cases, JP Branch will extend co-ordinators the autonomy to make decisions about day to day site operations, however, it is important to keep JP Branch informed of any impending issues as there may be site matters that co-ordinators may be unaware of, that may be impacted by any proposed changes to the recognised site arrangements.

Management of site volunteers

Mentoring is a not a mandatory requirement for a JP or Cdec wanting to volunteer at a site, and while JP Branch encourages JPs and Cdec to take part in mentoring, it cannot force them to do so. It is not a requirement to undertake mentoring prior to, or as a condition of being included on a site roster.

To ensure the volunteer is covered by the Queensland Government Insurance Fund Policy, the co-ordinator must ensure that the volunteer has submitted their volunteer registration form to JP Branch and received registration confirmation from JP Branch prior to inclusion on the site roster.

Once gazetted, a JP or Cdec is able to witness documents as required. While JP Branch strives to have volunteers witnessing consistently and to a high standard across the state, the duty of maintaining that high standard falls to JP Branch and is not the responsibility of the co-ordinators.

A co-ordinator who forms a view that there are deficiencies in the technical competency of a site volunteer, must contact JP Branch to discuss their concern with evidence of procedural deficiency. Co-ordinators are not authorised to assess competency or identify retraining requirements although JP Branch would welcome specific information and to discuss the situation with the co-ordinator.

Complaints management, administration and resolution is the responsibility of JP Branch. Co-ordinators, upon becoming aware of a complaint must immediately contact the JP Branch and convey the details of the complaint and maintain strict confidentiality about any complaint details.

Rotation of site coordinator role

It is important that all sites have a succession plan for co-ordination. To facilitate this, it is recommended that the role of co-ordinator is rotated regularly and that the serving co-ordinators mentor other volunteers with a view to share their role knowledge and expertise.

Prospective expressions of interest for the role of co-ordinator can be forwarded to JP Branch at any time. JP Branch will assess the application and advise the applicant accordingly.

Site co-ordinators are appointed by authority of the JP Branch.

Are you the right person for the role?

Ideally, co-ordinators should have the following key attributes:

- Commitment to the principles of operation for the Program
- Effective communication skills
- Ability to maintain a positive relationship with volunteer team members, host site management and JP Branch officers
- Flexible and reliable
- Fundamental computing and data entry skills
- Ability to assist JP Branch officers with any site related enquiries