

# Engineers Without Borders New Zealand

## Working With Communities Representative - Position Description

### 1. Overview of Engineers Without Borders New Zealand

Engineers Without Borders New Zealand (EWBNZ) is a member based not-for-profit organisation with the aim of creating systemic change through humanitarian engineering. EWBNZ members are professionals and students who share a vision to confront global challenges of poverty, sustainable development, and social inequity. EWBNZ works to make a difference for communities within New Zealand and in the South Pacific, and partners with other EWBs internationally to achieve global impact. EWBNZ undertakes initiatives that improve the quality of life in communities within New Zealand and in the South Pacific region and provides educational and development opportunities for members and communities to become more socially aware, engaged, and empowered to effect positive change.

### 2. Working With Communities Team

The high level Working With Communities (WWC) goal is to lead the way in technically focused development support within the South Pacific and in New Zealand, by developing strong relationships with community development organisations, and practicing 'best practice' human development, leading to significant and sustainable improvements in the communities with whom we work.

The Working With Communities Team is led by the Working With Communities Manager. We also have country partnerships managers for Samoa and Vanuatu.

### 3. Working With Communities Representative Position Description

The Working With Communities representatives will report to the WWC Manager and the Country Partnership Managers where applicable. They will also report to the chapter president of their local chapter, unless they are located somewhere where there is no local chapter of EWBNZ.

WWC (Working With Communities) are the core of the WWC team. They work on our community partnerships and projects.

Core responsibilities:

- Attend monthly EWBNZ Working With Communities meetings
- Attend chapter meetings for the local chapter
- Contributing to the WWC team activities, such as our processes, policies and administration

Additionally, the volunteer will commit to:

- Complete a weekly timesheet
- Follow all relevant EWBNZ legislation and processes
- Participate in relevant trainings and meetings as requested by their chapter and WWC
- Act with honesty and integrity at all times
- Maintain the highest standard of ethical behaviour

WWC reps can take on all or some of the following roles, within their role as a WWC rep:

- Partnership Manager / Assistant Partnership Manager
- Project Manager / Assistant Project Manager
- Placement Coordinator / Assistant Placement Coordinator

It is likely that the professional WWC reps will take on the main roles and the student WWC reps will take on the assistant roles. It is intended that for each partnership, project and placement, there will be a professional and student WWC rep working together on the management.

#### 4. Partnership Manager / Assistant Partnership Manager Role

The Partnership Manager is the main contact person within EWB NZ for one or more of EWB NZ's community partners. The partnership manager may delegate some of the responsibilities of this role as detailed below to an assistant partnership manager as mutually agreed.

The Partnership Manager will engage with the partner, scope potential opportunities and grow EWB NZ's relationship with the partner organisation. EWB NZ's aim is to grow long term relationships with our partners, and therefore a partnership manager should keep in regular contact with the partner organisation and seek feedback regularly as appropriate.

The project manager will be responsible for scoping potential projects/placements with the partner. This will allow us to make a decision to proceed with the opportunity or not, and decide which engagement mechanism best fits the opportunity (i.e. project, placement, research or ODC).

Once the partnership manager has scoped the opportunity with the partner, if the decision is made to proceed with the opportunity, it will either be pursued by a project manager in Research, ODC or WWC, depending on the best mechanism for engagement.

The partnership manager will be part of the WWC team, and attend WWC meetings, but will also be expected to liaise with the L&C team to ensure that opportunities for research and ODC projects are recognised and passed on accordingly.

Once a project is underway, the partnership manager will not be required to have a hands on approach, but will be responsible for talking regularly with the project manager and keeping an eye on the quality of deliverables and communications with the partner, to ensure that our relationship with the partner is professional and is meeting the partner's needs.

When approaching a new potential partnership, the appointed partnership manager should recognise the risk that the partnership may not proceed past the scoping phase, and should manage the partner's expectations accordingly.

Time commitment - during opportunity scoping, this may take around 3 hours per week. At other times, the role involves the occasional phone call/email to the partner and to check up on the project manager, so time commitment is minimal.

The key aspects to success of partnership management are as follows:

- Reliability – our ability to carry out our projects, placements, ODC challenges and research with the partner consistently, accurately, and on time.
- Assurance – the knowledge, skills, and credibility of our volunteers; and their ability to use this expertise to inspire trust and confidence.
- Tangibles – the physical evidence of the service we provide. This could be our reports, volunteers, and the communication and marketing materials that we use.
- Empathy – the relationship between our volunteers and our partners.
- Responsiveness – our ability to provide a quick, high quality service to our partners.

## 5. Project Manager / Assistant Project Manager Role

The Project Manager involves managing individual projects with one of our community partner organisations. The Project Manager may delegate some or all of the responsibilities of this role to the Assistant Project Manager as mutually agreed. The Project Manager should always maintain oversight of the project and is ultimately responsible for the management of the project.

This role will involve liaising with the Partnership Manager to ensure that the direction of the project aligns with the needs of the partner organisation.

The Project Manager is responsible for carrying out the project management in accordance with EWB NZ processes as outlined in the EWB NZ Projects Manual.

This includes the following stages:

- Detailed scoping, including programming and budgeting
- Managing project risks, including carrying out a project risk assessment and taking responsibility for mitigating and escalating risks where necessary
- Keeping the project register up to date
- Recruiting a project volunteer, placement volunteer or project team as required
- Recruiting a placement coordinator and technical support team if required
- Managing and liaising with the project team
- Organising regular project meetings
- Managing the project programme and budget
- Keeping in regular contact with the Partnership Manager and partner organisation
- Seeking regular feedback from the partner organisation throughout the lifespan of the project

## 6. Placement Coordinator / Assistant Placement Coordinator Role

The Placement Coordinator is responsible for the management and support of a placement volunteer. The Placement Coordinator may delegate some or all of the responsibilities of this role to the Assistant Placement Coordinator as mutually agreed. The Placement Coordinator should always maintain oversight of the placement and is ultimately responsible for the management of the placement volunteer.

### **Placement preparation**

The placement coordinator should assist with the volunteer preparation. Once the placement coordinator has been appointed, they should organise a meeting with the placement volunteer to go through the pre-departure checklist and pre-departure training checklist. These checklists can be modified to suit each placement. Once the checklists have been tailored to suit the placement, they must be approved by Jen - [jen.johnstone@ewb.org.nz](mailto:jen.johnstone@ewb.org.nz).

The placement coordinator and placement volunteer should decide who will be responsible for each item on the checklist.

It is the placement coordinator's responsibility to make sure that all items on the pre-departure checklist are ticked off before the placement commences.

### **Finances**

Placement coordinators are responsible for management of the placement budget. The administration of payments and invoices will be sorted out by Sarah, our finance manager, but the placement manager should be keeping an eye on the finances and making sure that invoices and payments are made. This is particularly important with volunteer allowances. If there are any issues, get in touch with Sarah at [financemanager@ewb.org.nz](mailto:financemanager@ewb.org.nz) and Jen at [jen.johnstone@ewb.org.nz](mailto:jen.johnstone@ewb.org.nz).

### **Placement volunteer emergency support**

In an emergency, the placement coordinator is responsible for coordinating the safety plan. The insurance covers emergency evacuation and should make the arrangements, but the placement coordinator should be monitoring the situation and making sure that it's under control.

### **Day to day support**

The placement coordinator should maintain regular contact with the placement volunteer and monitor the volunteer's progress. The placement coordinator should act as a sounding board to discuss any volunteer issues. As a guideline this would be corresponding at least once per week, with replies sent within a few days and if necessary escalating any issues to Jen.

The placement coordinator should report back to Jen every two weeks with a brief update on the volunteer placement.

The placement coordinator should communicate regularly with the volunteer, and make sure that they are aware of travel plans, addresses and itineraries. The placement coordinator should regularly update the safety plan with this information, so that the volunteer can easily be tracked down in an emergency.

### **Blogs and marketing material**

The placement coordinator is responsible for checking and uploading the volunteer blogs and photos to the project pages on the website. Placement updates can also be posted as news articles on the homepage.

### **Technical support**

The placement coordinator should be aware of the technical support team's abilities and help the placement volunteer by directing any queries to the relevant people/person in the technical support team. The placement coordinator should also keep the technical support team up to date with the placement, by making them aware of recent blogs, placement updates etc.

## **7. Commitment Expectation**

This is an unpaid voluntary position requiring approximately 3 hours per week, depending on what partnership/project/placement management roles the WWC representative takes on within their position. The days and times of work are flexible and may include evenings and weekends. The term of this position is one year, with the option of a mutually agreed extension.

The start date of this role will be discussed and agreed upon with the WWC Manager. With student WWC reps, this may or may not include the summer break before the university term starts.

## **8. Knowledge, Skills and Attributes**

### **Skills**

- Communication, written and oral
- Leadership and management
- Administrative
- Task and time management

### **Attributes**

- Understanding of and commitment to EWB NZ's mission, vision, values, and development philosophy
- Understanding of community development issues
- Passionate about education, community development, poverty alleviation, and social equity
- Self-motivated and able to take the initiative
- Ability to work with, lead, and inspire teams of people

## 9. Applications

To apply for this position, please send a cover letter and CV to Jen Johnstone at [jen.johnstone@ewb.org.nz](mailto:jen.johnstone@ewb.org.nz).