

St. John Ambulance

Our Way Ahead

Community Services

2004

Date: January 2004

From: Agnes Daniell, Vice Chair, Provincial Commissioner

In November 2003 we announced the development of key strategic recommendations that were received by the Council Board of Directors on November 27, 2003 for integration into Council's strategic direction ~ Our Way Ahead.

Those key recommendations were:

- To shift the focus of local volunteer support from the current District level to the new Administrative Centre and local branch levels.
- To integrate the current multiple organizational reporting structures into one organizational structure designed to facilitate and support the delivery of all St. John Ambulance programs and services in Ontario.

We are pleased to announce that progress has started on this integrated shift in volunteer support with the development of two new key volunteer roles:

- Regional Community Services Coordinator
- Council Volunteer Mentor

The volunteer position of Regional Community Services Coordinator (RCSC) at the Administrative Centre is designed to coordinate the support and resources necessary for the local St. John Ambulance operation to deliver Community Services based on needs of the communities. Accountable to the volunteer Administrative Board and working as part of the Administrative Centre Management Team, the RCSC will:

- Oversee the planning and resources management of Branch(es)' Community Services activities.
- Manage service-oriented volunteers.
- Market the communication of Community Service activities, in consultation and cooperation with the Administrative Centre Manager.
- Facilitate the delivery of Community Services.
- Administrate Community Services activities in accordance with National and Council Directives.
- Regularly attend unit meetings, duties, and visits of the branches' affiliate units.
- Actively participate as a member at Administrative Centre Board Meetings.
- Advocate for all Honours and Awards Committees in the regions of responsibility.

Once an Administrative Centre has been established (approved) and has demonstrated to Council that it is capable of supporting the RCSC role (and if necessary, possible adjunct volunteer support roles associated with it) then the Centre working with Council, will recruit and screen appropriate candidates for the volunteer position of RCSC.

Due to the size/capacity of some Administrative Centres, it may be appropriate to assign only one RCSC to support multiple centres.

The senior volunteer role of Council Volunteer Mentor is designed to work with the RCSC, providing him or her with perspective and questions that encourage learning and challenge the RCSC to think in new and creative ways.

Each of these positions will be phased in throughout 2004 as Administrative Centres demonstrate their capacity to take on expanded administrative functions. Council, Administrative Centre Boards and staff, and current District volunteers will assist throughout 2004 with this transition to more community-based support. In the meantime, if you have any questions related to these roles, please contact Brian Cole, Provincial Manager, Community Services at tel. 1.800.268.7581 ext. 243 or by email: bcole@on.sja.ca



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