

Team Leader Information

Waverley Registry Week

April 12th – 14th

Thank you for volunteering to participate in Waverley Registry Week. Over three consecutive mornings we will canvass the Waverley area and complete the Vulnerability Index and Service Prioritisation Decision Assistance Tool (VI-SPDAT) with people sleeping rough in Waverley area.

This document provides important information about the tasks and responsibilities of Team Leaders during Waverley Registry Week. It should be read in conjunction with the Volunteer Handbook.

Team Leader Tasks and Responsibilities

Team Leaders have an important role during Registry Week, they are responsible for ensuring the overall safety and success of the team and for supporting and organising their teams which have been assigned to a particular area or location.

Training

Team member details and contact details will be provided to the team leaders during the training on Monday April 11th 2016. Please see the table below for Team Leader responsibilities during training.

- Sit with team members on allocated table.
- Ensure each team member sits with their partner and is provided with information about the area they will cover.
- Ensure each person receives a printed Handbook
- Ensure each pair receives a bag containing the materials for outreach. (Each team is to leave the bags at training and pick it up the next morning at headquarters)
- Ensure at least one member of each team signs the photographer agreement. Keep track of who is the photographer so you can remind them to email the photos each morning. Give the agreements to the Event Coordinator at the end of training.
- Check teams exchange phone numbers with each other.
- Ensure everyone signs the confidentiality agreement. Give the agreements to the Coordinator at the end of training.
- Ensure team members record important phone numbers including their partners and Team Leaders.

Team Supplies

The team leader is responsible for distributing team packs and surveys and making sure all team members have adequate supplies including:

- Breakfast packs
- Information cards
- Invitations to Housing Hub
- Reflective safety vests
- Cash for each person surveyed (\$20)
- A Carry bag
- Paperwork
- Pens
- Torch

During the Survey

- Team Leaders need to ensure they have a charged mobile phone and respond to calls from their team to provide support and advice. The team leader should inform the coordinator based at headquarters of any incidents that occur during the survey as soon as practicable. Other issues can be escalated to the coordinator as required.
- Team Leaders will support their teams to ensure that every person sleeping outdoors or presumed to be homeless is given the opportunity to participate in the survey.
- The team leader will ensure that those individuals who refuse to participate in the survey are noted on the 'refusal tracking sheet' and if appropriate, approached each morning and offered additional opportunities to participate.
- The team leader will ensure the teams return to the headquarters on time or call back to headquarters to request additional time to finish surveying their area or location.

Safety Protocol

In the event of an emergency, the team leader should first ensure coordination of an emergency services response (for example, if the incident requires ambulance, police or fire brigade contact 000), then inform headquarters.

Each team leader will contact each pair in their team every half an hour from 5:00 am – 8:00 am. If a pair has not heard from their team leader within 10 minutes of the scheduled time they are to ring the coordinator at headquarters. If volunteers or team leaders don't answer the phone headquarters will dispatch a vehicle to their allocated area immediately. If volunteers are not located within a further 15 minutes, the police will be contacted.

After the Survey at Headquarters

RESPONSIBILITY / STEP		COMPLETED		
	Date	12/04	13/04	14/04
1	Welcome team back and thank them for their time!			
2	Discuss and complete a debrief with your <u>entire</u> Team (Note: Suggested debrief questions are written below)			
3	Ensure all photos taken by team are emailed to Event Coordinator and then immediately erased from phones/cameras			
4	Check the number of completed surveys and handed out cash against the remaining cash.			
5	Ensure all unused surveying supplies and materials are left at headquarters			
6	Collect team's completed surveys and Refusal / Unable to Wake Tracking Sheet(s). Check they are completed correctly. Retain custody of completed VI-SPDATs and only ever hand them over to the designated co-ordinator at headquarters. They hold very personal information and the security of all completed surveys is essential.			
7	Ensure incident reports are completed if required			
8	Thank them for their service again and send them on their way (reminding them to sign out)			
9	Turn in all completed surveys and Tracking Sheet(s) to the designated co-ordinator at headquarters.			
10	Discuss each team's activities and experiences at meeting of 'De-Briefers'			

Debriefing

To ensure the emotional safety and wellbeing of Registry Week volunteers, Team Leaders are required to provide their teams with debriefing after each shift. When required, Team Leaders can remind their team members of the option of using their employer's Employee Assistance Program or raise concerns with the Coordinator at headquarters.

During the debrief, Team Leaders can use the following guiding questions for discussion with their teams:

- What went well this morning? What was challenging?
- Did anything happen this morning that made you feel uncomfortable?
- Were you personally touched or upset by any of the stories you heard from people experiencing homelessness?
- What can we do differently tomorrow to support you?
- What could your Team do differently tomorrow?

A few additional questions should be covered during debriefing after the last survey on Thursday 14th April:

- What are you taking with you from this experience?
- Are there any stories that stuck with you?
- What can we do differently in other communities or in future to improve this experience?