



VOLUNTEER POSITION DESCRIPTIONS: IT & COMMUNICATIONS WORKING GROUP

The Terms of Reference of the IAIM IT and Communications Working Group are to:

- act in the best interests of the Association and its members;
- to elect their own Chairperson at the commencement of each term;
- provide advice to the Management Committee on all matters associated with the association's internal and external communication systems;
- maintain and manage the IT and communications systems (including the IAIM website) in accordance with IAIM Policies and directions of the Management Committee;
- reporting to the Management Committee and general members of IAIM on the activities of the working group;
- make the Management Committee aware of any compliance, legal, ethical or other issues in relation to communication and IT processes that come to their attention;
- provide practical support the Management Committee and other volunteers on IT and communications issues;
- undertake reviews and evaluations of IT and communication systems as scheduled or as needed;
- provide development opportunities for potential, future volunteers in the organisation; and
- participate in the review of competitive bids for IT and Communications items or services costing, in accordance with the relevant policies and procedures, and make recommendations to the Management Committee regarding selection.

The IAIM Australia IT and Communications Working Group do not have any authority to make decisions or approvals on behalf of IAIM Australia.

Membership of the IAIM Australia IT and Communications Working Group shall consist of:

- One (1) website editor;
- One (1) groups coordinator;
- One (1) document controller;
- One (1) IAIM Calendar controller;
- One (1) CIMI representative;
- One (1) Student representative; and
- Other occasional and general helpers as required.

The IAIM Management Committee will appoint one of its members to provide support and liaison to the Working Group.

The IAIM Australia IT and Communications Working Group shall meet on-line, in accordance with IAIM Australia procedures and guidelines, not less that every three months in August, November, February and May. In addition, members of the working group are expected to maintain informal, regular communication with each other as required to fulfill their roles.

Detailed position descriptions are listed below:

WEBSITE EDITOR

1. Position overview

The IAIM Website Editor is a volunteer position responsible for meeting the goals of the IAIM website. This position will be responsible for ensuring the site is up to date in terms of content, functionality and viability. The role will also involve liaising with stakeholders to ensure the website meets their needs. The volunteer will have an interest in substantially increasing the number of visitors to www.iaim.com.au to make it the leading Infant Massage site in Australia.

2. Essential position functions

- Participate in the activities of the IAIM IT and Communications working group in accordance with the relevant policies, and provide assistance and input into the activities of the Working Group.
- In all activities reflect the interests of IAIM Australia, and act in accordance with the association policies, procedures and philosophy.
- Manage own workload to ensure scheduled activities are undertaken as planned.
- Notify the Management Committee if experiencing any difficulty in meeting the responsibilities and requirements of the role.
- Update content to the website as scheduled and as requested by the Management Committee.
- Use agreed processes to consult with stakeholders to identify goals, strengths and opportunities for the IAIM website, and (through the working group) make recommendations to the Management Committee about goals that are realistic, measurable and timely.
- Contribute to the achievement of planned goals.
- Establish and monitor website statistics (including logs of activity and help), and prepare these for reporting to the management committee.
- Provide timely assistance and support to other volunteers experiencing difficulties with the IAIM website associated with their volunteer role.
- Act in a liaison role with ISP and other providers associated with the website.
- Notify the IAIM Calendar Coordinator of any scheduled tasks, activities or events associated with the role.

3. Time commitment

- It is estimated that, as a general rule, the time commitment required to undertake this role successfully will be an average of about 5 – 7 hours per week. Occasional periods of high activity, requiring additional time, are anticipated.
- The recent rapid growth of the organisation means that there is likely to be an increased time commitment required from that specified above. It is envisaged that this may be as much as 20 – 25 hours in some weeks, during the first six months of the role. It is expected that the time commitment required will then revert back to original expectations.

4. Resources

- In order to fulfill the functions of this role effectively, the volunteer will need to have their own, reliable computer with high-speed internet access, an email account that they regularly check, and access to a landline telephone. The volunteer will be responsible for all costs associated with these resources.
- Any other resources required by the volunteer to fulfill their role (e.g. training, software, etc) will be provided at the expense of the IAIM, subject to the approval of the Management Committee.

5. Skills

This volunteer role will best be suited to someone with some of the following:

- Ability to work effectively within the policies, procedures and philosophy of the IAIM.
- Technical knowledge of, and skills in, web-publishing including HTML, on-line CMS, etc.
- Experience in managing discussion forums.
- Ability to organise large volumes of information in a logical fashion.
- A detailed knowledge of web-based and online marketing principles.
- An understanding of the needs and expectations of the IAIM website audiences.
- Attention to detail.
- Excellent communication skills, including the ability to explain technical issues in plain-English
- Sound writing skills, with a good grasp of grammar, punctuation and spelling conventions.
- Ability to work as a part of team, and to contribute to the overall objectives of the IT and Communications Working group, and the IAIM as a whole.
- An ability to remain calm under pressure and to meet deadlines.

GROUPS AND INTRANET COORDINATOR

1. Position overview

The IAIM Groups & Intra-net Coordinator is a volunteer position responsible for establishing, maintaining and continuously improving online networks used by IAIM volunteers to communicate and share information.

At present, the system being used is the GOOGLE DISCUSSION GROUP which functions as an on-line office, discussion forum and intra-net system for members of the management committee. In the New Year, additional group pages will need to be established and managed for the IAIM sub-committees and working groups (It is expected there will be 8-10 groups in total that will need access to on-line communication systems or intra-net types of functions). Subject to available funds and evidence of need, there is the possibility to explore and upgrade or change to the software program being used to ensure effective, timely and appropriate group communications.

This position will be responsible for ensuring that the group office environment is up to date. This will include managing access permissions, security controls, uploading content and documents, and managing information in a logical and accessible fashion. The role will also involve liaising with other volunteers to ensure the on-line environment meets their needs.

This volunteer role is critical to the effective functioning of the IAIM volunteers, and should be filled by someone who recognises the important role played by effective and timely communication in the overall running of the IAIM.

2. Essential position functions

- Participate in the activities of the IAIM IT and Communications working group in accordance with the relevant policies, and provide assistance and input into the activities of the Working Group.
- In all activities reflect the interests of IAIM Australia, and act in accordance with the association policies, procedures and philosophy.
- Manage own workload to ensure scheduled activities are undertaken as planned.
- Notify the Management Committee if experiencing any difficulty in meeting the responsibilities and requirements of the role.

- Effectively manage the IAIM communication groups by ensuring appropriate levels of security, permission and access, and ensuring that information and documents are uploaded in a timely fashion.
- Use agreed processes to consult with other IAIM volunteers to identify goals, strengths and opportunities for the IAIM communication groups, and (through the working group) make recommendations to the Management Committee about goals that are realistic, measurable and timely.
- Contribute to the achievement of planned goals.
- Identify where policies and procedures for communication groups are required, and participate in the development of these policies and procedures.
- Provide timely assistance and support to other volunteers experiencing difficulties with the on-line communication groups.
- Notify the IAIM Calendar Coordinator of any scheduled tasks, activities or events associated with the role.

3. Time commitment

- It is estimated that, as a general rule, the time commitment required to undertake this role successfully will vary between 3 and 10 hours per week. It is expected that time commitments will be spread un-evenly, so that there will be periods where higher levels of time commitment will be required and other periods when minimal activity will be required.
- The formalisation of new sub-committees and working groups means that there is likely to be an increased time commitment required from that specified above. It is envisaged that this may be as much as 15 hours in some weeks, during the first six months of the role as groups are established and set up. It is expected that the time commitment required will then revert back to original expectations.

4. Resources

- In order to fulfill the functions of this role effectively, the volunteer will need to have their own, reliable computer with high-speed internet access, an email account that they regularly check, and access to a landline telephone. The volunteer will be responsible for all costs associated with these resources.
- Any other resources required by the volunteer to fulfill their role (e.g. training, software, etc) will be provided at the expense of the IAIM, subject to the approval of the Management Committee.

5. Skills

This volunteer role will best be suited to someone with some of the following:

- Ability to work effectively within the policies, procedures and philosophy of the IAIM.
- Technical knowledge of, and skills in, establishing and managing on-line office environments, discussion groups (e.g. Google, Yahoo) AND/ OR experience in establishing and maintaining intra-net type systems.
- Ability to keep track of large volumes of information and to organise it in a logical fashion.
- An understanding of the basic principles of knowledge and information management.
- An understanding of, and commitment to, the importance of this role in the overall function of IAIM.
- Attention to detail and ability to keep on top of workloads.
- Excellent communication skills, including the ability to explain technical issues in plain-English.
- Sound writing skills, with a good grasp of grammar, punctuation and spelling conventions.

- Ability to work as a part of team, and to contribute to the overall objectives of the IT and Communications Working group, and the IAIM as a whole.
- An ability to remain calm under pressure and to meet deadlines.

DOCUMENT AND RECORDS CONTROLLER

1. Position overview

The IAIM Document and Records Controller is a volunteer position responsible for ensuring that all formal documents of IAIM (e.g. policies, procedures, etc) comply with sound document control principles, including relevant legislation (such as privacy, storing of records, etc).

This position will be responsible for managing a central register of formal IAIM documents, distributing new and updated documents, and removing old documents from circulation. The position is also responsible for the management of IAIM records, including developing and implementing a schedule for secure document storage and destruction.

This volunteer role is critical to ensuring that IAIM functions within its legal obligations.

2. Essential position functions

- Participate in the activities of the IAIM IT and Communications working group in accordance with the relevant policies, and provide assistance and input into the activities of the Working Group.
- In all activities reflect the interests of IAIM Australia, and act in accordance with the association policies, procedures and philosophy.
- Manage own workload to ensure scheduled activities are undertaken as planned.
- Notify the Management Committee if experiencing any difficulty in meeting the responsibilities and requirements of the role.
- Develop and maintain a current knowledge and awareness of key standards and legislation affecting document and records management, and provide advice and education to other IAIM volunteers.
- Effectively manage IAIM formal documents by developing and maintaining a central document register in accordance with good-practice principles and standards in document control.
- Ensuring that all new formal documents of IAIM are allocated a document control header and number that details are entered on the document control register, and managed using good-practice standards.
- Distributing new documents as appropriate, and removing old documents from circulation.
- Monitoring scheduled reviews of documents, and notifying the IAIM Calendar Coordinator of these and any other scheduled tasks, activities or events associated with the role.
- Identify where policies and procedures for document control are required, and participate in the development of these policies and procedures.

3. Time commitment

- It is estimated that, as a general rule, the time commitment required to undertake this role successfully will be approximately 3 – 5 hours per week. It is expected that time commitments will be spread un-evenly, so that there will be periods where significant time commitments are required and other periods when minimal activity will be required.

- The development of new policies and procedures by IAIM means that there is likely to be an increased time commitment required from that specified above. It is envisaged that this may be as much as 15 hours in some weeks, during the first six months of the role - particularly in relation to the establishment of a document register. It is expected that the time commitment required will then revert back to original expectations.

4. Resources

- In order to fulfill the functions of this role effectively, the volunteer will need to have their own, reliable computer with high-speed internet access, an email account that they regularly check, and access to a landline telephone. It is also envisaged that the volunteer will require Excel spreadsheet software. The volunteer will be responsible for all costs associated with these resources.
- Any other resources required by the volunteer to fulfill their role (e.g. training, books, etc) will be provided at the expense of the IAIM, subject to the approval of the Management Committee.

5. Skills

This volunteer role will best be suited to someone with some of the following:

- Ability to work effectively within the policies, procedures and philosophy of the IAIM.
- Technical knowledge of, and skills in, establishing and managing document control and record management systems.
- A sound understanding of Excel and other software systems for managing document control records and matrices.
- Ability to think logically, sequentially and to have attention to small details.
- A love of organising and maintaining documents in an orderly fashion.
- An understanding of the basic principles of knowledge and information management systems.
- An ability to keep on top of workloads.
- Sound writing skills, with a good grasp of grammar, punctuation and spelling conventions.
- Ability to work as a part of team, and to contribute to the overall objectives of the IT and Communications Working group, and the IAIM as a whole.

IAIM CALENDAR CONTROLLER

1. Position overview

The IAIM Calendar Controller is a volunteer position responsible for establishing, maintaining and communicating a central calendar/ diary of all events and activities involved with running the IAIM. These events and activities may range from scheduled meetings, scheduled reviews of policies or procedures, newsletter publication dates, closing dates for funding applications, plus significant events such as Infant Massage Awareness week. As part of this role, the Calendar controller will be required to work with the Groups/ Intranet Coordinator to develop a “reminder” system which assists volunteers to plan for, and be aware of impending deadlines.

2. Essential position functions

- Participate in the activities of the IAIM IT and Communications working group in accordance with the relevant policies, and provide assistance and input into the activities of the Working Group.

- In all activities reflect the interests of IAIM Australia, and act in accordance with the association policies, procedures and philosophy.
- Manage own workload to ensure scheduled activities are undertaken as planned.
- Notify the Management Committee if experiencing any difficulty in meeting the responsibilities and requirements of the role.
- Develop and accurately maintain a calendar or diary system that includes all activities, tasks and events that are relevant to the smooth operation of the IAIM (preferably in partnership with the Groups Coordinator, to eventually have the up-to-date calendar available on-line).
- Developing a system for distributing the calendar, including a system for providing reminder notifications to relevant volunteers about upcoming deadlines.
- Regularly consulting with other IAIM volunteers to ensure the calendar is meeting their needs, and identifying opportunities for continuous improvement to the system.
- Identify where policies and procedures for the management of the calendar system are required, and participate in the development of these policies and procedures.
- Add any scheduled activities, tasks or events associated with this role to the calendar.

3. Time commitment

- It is estimated that, as a general rule, the time commitment required to undertake this role successfully will be approximately 3 hours per week. It is expected that time commitments will be spread evenly and will be relatively consistent.
- The calendar system has not yet been developed, and will require some additional time in the early stages of this role. However, it is envisaged that this will not be a significant task.

4. Resources

- In order to fulfill the functions of this role effectively, the volunteer will need to have their own, reliable computer with high-speed internet access, an email account that they regularly check, and access to a landline telephone. It is also envisaged that, at least initially, the volunteer will require Excel spreadsheet software. The volunteer will be responsible for all costs associated with these resources.
- Any other resources required by the volunteer to fulfill their role (e.g. training, software, etc) will be provided at the expense of the IAIM, subject to the approval of the Management Committee.

5. Skills

This volunteer role will best be suited to someone with some of the following:

- Ability to work effectively within the policies, procedures and philosophy of the IAIM.
- A sound understanding of Excel and/ or other systems that can be used for managing dates, events and deadlines.
- A love of organising people, events and dates in an orderly and timely fashion.
- An ability to keep on top of workloads.
- Ability to work as a part of team, and to contribute to the overall objectives of the IT and Communications Working group, and the IAIM as a whole.

IT & COMMUNICATIONS CIMI AND STUDENT REPRESENTATIVES

1. Position overview

The role of the CIMI and Student Representatives on the IT and Communications Working group are to regularly participate in the group and provide general volunteer support roles to other members of the Working Group, and also to represent the some viewpoints and needs of IAIM members. These are diverse roles and could include, for example, assisting to draft content for the website, helping the document controller organise the distribution of new policies, helping to upload information to groups, or helping to design surveys asking members for feedback on the website.

2. Essential position functions

- Regularly participate in the activities of the IAIM IT and Communications working group in accordance with the relevant policies, and provide assistance and input into the activities of the Working Group.
- In all activities reflect the interests of IAIM Australia, and act in accordance with the association policies, procedures and philosophy.
- Manage own workload to ensure scheduled activities are undertaken as planned.
- Notify the Management Committee if experiencing any difficulty in meeting the responsibilities and requirements of the role.
- Provide practical support to the IAIM IT and Communications Working Group members.
- Provide input, suggestions, ideas and solutions to issues associated with IT and Communications from the perspective of member CIMIs and students.
- Notify the IAIM Calendar Coordinator of any scheduled tasks, activities or events associated with the role.

3. Time commitment

- It is estimated that, as a general rule, the time commitment required to undertake this role successfully will be vary between 3 and 10 hours per week. These time commitments are likely to be spread un-evenly in response to the needs of the group and association.
- It is envisaged that during the first six months of this role, some additional time commitments may be involved, associated with supporting other volunteers in the group to establish and set up key systems.

4. Resources

- In order to fulfill the functions of this role effectively, the volunteer will need to have their own, reliable computer with high-speed internet access, an email account that they regularly check, and access to a landline telephone. It is also envisaged that, at least initially, the volunteer will require Excel spreadsheet software. The volunteer will be responsible for all costs associated with these resources.
- Any other resources required by the volunteer to fulfill their role (e.g. training, software, etc) will be provided at the expense of the IAIM, subject to the approval of the Management Committee.

5. Skills

This volunteer role will best be suited to someone with some of the following:

- Ability to work effectively within the policies, procedures and philosophy of the IAIM.
- An interest in communications and information technology, and a desire to develop further skills in these areas.
- An enjoyment of working on varied tasks.

- An ability to keep on top of workloads.
- A commitment to improving the usefulness of IT and Communications systems to IAIM members and volunteers.
- Sound writing skills, with a good grasp of grammar, punctuation and spelling conventions.
- Ability to work as a part of team, and to contribute to the overall objectives of the IT and Communications Working group, and the IAIM as a whole.

IT & COMMUNICATIONS OCCASIONAL & GENERAL HELPERS

1. Position overview

The role of the Occasional/ General helpers on the IT and Communications Working group are to occasionally participate in the group and provide general volunteer support roles to the Working Group activities. As a general rule, occasional and general helpers will give their consent to be contacted and asked to assist during times of heavy workload or unique/ one-off activities.

2. Essential position functions

- At the beginning of each term (July 1) notify the Working Group of possible available times and skills that you may be able to offer and available times.
- Occasionally participate in the activities of the IAIM IT and Communications working group in accordance with the relevant policies, and provide assistance and input into the activities of the Working Group.
- In all activities reflect the interests of IAIM Australia, and act in accordance with the association policies, procedures and philosophy.
- Manage own workload to ensure scheduled activities are undertaken as planned.
- Notify the Management Committee if experiencing any difficulty in meeting the responsibilities and requirements of the role.
- Provide practical support to the IAIM IT and Communications Working Group members where requested and where possible.
- Provide input, suggestions, ideas and solutions to issues associated with IT and Communications.
- Notify the IAIM Calendar Coordinator of any scheduled tasks, activities or events associated with the role.

3. Time commitment

- Time commitments can vary greatly with this role, and would be negotiated on a case-by-case basis.

4. Resources

- In order to fulfill the functions of this role effectively, the volunteer will need to have their own, reliable computer with high-speed internet access, an email account that they regularly check, and access to a landline telephone. The volunteer will be responsible for all costs associated with these resources.
- Any other resources required by the volunteer to fulfill their role (e.g. training, software, etc) will be provided at the expense of the IAIM, subject to the approval of the Management Committee.

5. Skills

This volunteer role will best be suited to someone with some of the following:

- Ability to work effectively within the policies, procedures and philosophy of the IAIM.
- A willingness to be contacted by the Working Group on an “as-needed” basis, and to consider requests for assistance.
- An interest in communications and information technology, and a desire to develop further skills in these areas AND/ OR specialist IT/ Communications skills that are only needed by IAIM on an occasional basis.
- An enjoyment of working on varied tasks.
- The ability to commit small amounts of time, or occasional amounts of time.
- A commitment to improving the usefulness of IT and Communications systems to IAIM members and volunteers.
- Sound writing skills, with a good grasp of grammar, punctuation and spelling conventions.
- Ability to work as a part of team, and to contribute to the overall objectives of the IT and Communications Working group, and the IAIM as a whole.