

Coach Onboarding Manager

(1.0 FTE)

JOB DESCRIPTION

This job description describes the tasks that will be required of the job holder but does not form a part of the job holder's Employment Agreement. This Job Description is likely to change from time to time, to ensure that the role continues to best serve CAP's values, vision, and impact model. Therefore, flexibility on the part of the job holder is required.

Location of the Role

Auckland or Regional

Hours of work

8.45am - 5pm, frequent after-hours availability & flexibility required.

Purpose of the Role

The Coach Onboarding Manager will strengthen local communities by equipping churches and organisations to effectively recruit and engage volunteers, enabling them to serve their communities with confidence and compassion. They will foster impact through volunteer mobilisation by ensuring volunteers are empowered and ready to engage with clients.

Key Relationships

Department: Services Department – Partner Services & Support

Reports to: Head of Partner Services & Support

Direct Reports: None

Key Internal Relationships: Partner Services & Support Team
Client Services Team
Gospel Engagement Lead
Services Trainer
Service Department Leaders
CAP Representatives

Key External Relationships: Church and Organisation Leaders
Church and organisation volunteers
External volunteer orgs (Volunteering NZ)

Summary of Role Accountabilities

1. Build and implement volunteer recruitment strategies that equip churches and organisations with effective processes to attract and engage committed volunteers
2. Ensure volunteers are fully prepared to be CAP representatives in their community, to deliver quality service and to be empowered to engage with clients
3. Build effective relationships to enable better outcomes for CAP Representatives as they support client journeys
4. Champion and actively participate in organisation-wide rhythms and initiatives

Role Accountabilities on a day-to-day level

1. Build and implement volunteer recruitment strategies that equip churches and organisations with effective processes to attract and engage committed volunteers

- Develops recruitment strategies to equip churches and organisations with effective volunteer attraction methods
- Creates promotional materials to inspire and engage potential volunteers, ensuring alignment with CAP's mission
- Work alongside Partnership Managers to facilitate meetings with church leaders to assess volunteer needs and provide tailored recruitment solutions
- Identifies key community networks to expand recruitment opportunities and strengthen local engagement
- Coordinates application and onboarding processes to ensure efficient volunteer placement within churches
- Analyses recruitment trends and volunteer feedback to refine strategies for sustained engagement
- Collaborates with the Partnership Manager to integrate volunteer identification into new partnership onboarding

Performance Indicators or Measurable Outputs:

- Percentage of churches and partnerships successfully onboarding volunteers for training
- Growth in volunteer recruitment numbers, measured quarterly
- Engagement levels of churches participating in CAP recruitment initiatives
- Retention rate of volunteers completing onboarding and entering services

2. Ensure volunteers are fully prepared to be CAP representatives in their community, to deliver quality service and to be empowered to engage with clients

- Collaborate with Services Trainer to ensure structured training programs are fit for purpose to equip volunteers with CAP's values, knowledge, and practical skills
- Delivers interactive workshops to enhance volunteer preparedness, including role-playing, scenario-based learning, and on-the-job training
- Develops training resources & materials to provide accessible learning tools for volunteers
- Assesses volunteer readiness to ensure confidence in engaging with clients, using evaluation tools and feedback sessions.
- Ensure CAP Representatives feel valued and honoured, ensure visibility into wider CAP events and initiatives, and any issues are identified and resolved
- Implements a clear transition process to hand over trained volunteers to the Coach Onboarding Manager for ongoing support
- Provides initial post-training check-ins to gather insights on volunteer engagement and challenges
- Collaborate with Services Trainer to gather feedback to ensure training content appropriately weaves in feedback, ensuring continuous improvement in volunteer preparation
- Liaises with churches to ensure alignment between volunteer expectations and community needs

Performance Indicators or Measurable Outputs:

- Percentage of volunteers completing training and transitioning into debt help as a CAP representative in community
- Volunteer feedback ratings on preparedness, confidence, and CAP vision alignment
- Increase in positive client interactions, reflecting volunteer effectiveness
- Effectiveness of handover processes, ensuring trained volunteers integrate seamlessly into ongoing support structures.
- KPIs relating to service delivery and effectiveness
- KPIs relating to client outcomes and experience

3. Build effective relationships to enable better outcomes for CAP Representatives as they support client journey

- Build and maintain strong relationships with the Partner Services and Support Team, to enable effective management of cross team functions and workflows as volunteers are onboarded to become CAP Representatives, and to ensure overall partnership health alongside Partnership Manager
- Build and maintain strong relationships with the Client Services team, to enable effective collaboration and management of the Coach Onboarding Pipeline and training alongside the services trainer.
- Build and maintain strong relationships with the Service Development team, to contribute subject matter expertise to improvement and innovation initiatives
- Contribute operational subject matter expertise to input into the consideration and implementation of recommendations resulting from improvement and innovation projects
- Build and maintain strong relationships with the Services Trainer so that they can deliver effective training in support CAP representatives

Performance Indicators or Measurable Outputs:

- Delivering on CAP Representative outcomes and impacts.
- Impact measures achieved based on client and CAP Representative feedback.

4. Champion and actively participate in organisation-wide rhythms and initiatives

Pertaining to Organisational Identity & Culture:

- Participate in daily and weekly karakia
- Engage in CAP's Haerenga and outwork CAP's Haerenga Competencies

Pertaining to Donor Relations:

- Regularly invite personal contacts to contribute to CAP's 'Life Changer' regular giving program
- Participate in fundraising activities, including an annual thankyou calling evening
- Attend a minimum of one Fundraising Dinner per year (including weekends)
- Help out with 3-4 CAP Church talks per year around Aotearoa, either by supporting or doing the talk

Performance Indicators or Measurable Outputs could include:

- Consistently participates in all of the above listed activities

Authorities

- Authority to spend within the Coach Onboarding Manager budget

Requirements of the Role

Personal attributes & values

- A strong personal alignment with the foundational Christian philosophy, organisational identity, culture, and values of CAP
- Ability to work with many different faith expressions, where-ever they are on the spectrum of conservative to charismatic
- Ability to work and lead comfortably and well in an NFP organisation that seeks to honour Te Tiriti o Waitangi in the way work is done
- Ability to work comfortably and well in an environment which demonstrates the Christian gospel with stakeholders, shares about Jesus Christ as appropriate, and prays
- Ability to balance empathy, compassion, professionalism and best practice, and to lead others to do the same
- Ability to confidently work with vulnerable people
- Ability to safely and sensitively engage with people from different cultures & backgrounds
- Ability to calmly and confidently manage complex challenges with discernment and maturity
- Ability to work under time pressure, and a willingness to work evenings and weekends when required
- Ability to carry out work in a variety of locations
- Ability to work well in an environment that is undergoing purposeful and significant change and able to champion change and transformation
- Hold and maintain a full driver's licence

Skills, knowledge & experience

- 2+ years proven experience in a similar role
- 2+ years proven experience working in client-centred service delivery and/or with community-based social issues
- Excellent relationship building and people skills
- Ability to work collaboratively across a range of different stakeholders
- Familiarity with programme development and/or ministry practice, this would include awareness of nuances working across cultures
- A strong growth, developmental and learning mindset, and mode of practice
- Proven ability to lead volunteers to increased purpose and work delivery
- Well-developed coaching and mentoring skills
- Ability to notice and report on patterns and trends in the delivery of services 'on the ground' by voluntary workers
- Strong organisational and time management skills, with ability to work autonomously
- Excellent communication skills, both written and verbal, in both formal and informal settings
- Applies emotional intelligence to foster positive interactions and build trusting relationships with stakeholders
- Proven ability to handle sensitive information with discretion and maintain strict confidentiality
- Competent using a wide range of technology platforms eg. Salesforce

Qualifications

- Qualification in relevant area of Community Development or Programme Development (desirable)

Job description prepared by: Abbey Peters, Services Director

Last Updated: June 2025

Statement of Acceptance

The Employee will perform the duties set out in this Job Description. These duties may be modified and updated by the Employer from time-to-time following consultation with the Employee. The Employee also agrees to perform all other reasonable duties and comply with reasonable instructions issued by the Employer.

I confirm that I have read and understand this Job Description, and agree to abide by the duties, tasks, and accountabilities within it.

Signature:

Date:

Name: