



TRIP LEADER ROLE DESCRIPTION

SOS Trip Leaders are a crucial member of the leadership and support network for Outreach Trip participants. Together with the Director of Outreach Trips and local NGO staff, they ensure that Outreach trips are a success by running as smoothly and safely as possible.

Trip Leaders are the representative for the entire group of volunteers and are responsible for monitoring and maintaining the group dynamics, the groups' happiness, and communicating any issues to the NGO leader and/or Director of Outreach Trips.

REPORTS TO

Director of Outreach Trips and NGO Trip Leader

DUTIES

Trip Leader responsibilities vary before the trip, during the trip, and after the trip.

BEFORE THE TRIP:

- Act as the representative for the group and point of contact for the Director of Outreach Trips
- Organize FOUR pre-departure meetings with Trip Participants
- Ensure participant's are completing tasks on portal and submitting full payments
- Accept Outreach Trip Gear Package (journals, safety equipment, t-shirts, first aid kit, trip binder, etc) at address submitted to the Director of Outreach Trips
- Hold a Skype meeting with NGO Leader from partnering organization before departure
- Participate in the 8 week Trip Leader training program facilitated by Head Office.
- Pick a meeting time and place on the day of the trip's departure to meet entire group.

ON THE TRIP:

- Ensure all participants arrive to the community safely; ensure all participants get on all flights safely, go through airport security on time, etc.
- Hold meetings with NGO leader on the project site at least THREE times.
- Keep the group motivated and on track to complete the tasks as given to the team by the NGO.
- Inform the Director of Outreach Trips immediately if any issues arise during the trip
- Ensure that all participants adhere to SOS and NGO guidelines and, if necessary, executing SOS's disciplinary procedures if need arises (with support from SOS head office).
- Work with the NGO leader to make sure that the goals, needs and wishes of both groups (local community and volunteer participants) are integrated so that all concerns and needs are taken care of.



- Check in with participants daily to ensure their mental and physical well being.
- Act as the liaison between the NGO and trip participants.
- Using the Outreach and Reflection guide to engage participants through on-trip reflection.
- Ensure all participants arrive to the airport

AFTER THE TRIP:

- Establish clear lines of communication for participants to express any concerns once home.
- Conduct a Trip De-Brief with the Director of Outreach Trips.
- Ensuring that media (pictures / videos) are shared with the group & head office to help communicate the impact of the trip to your campus and the international SOS community!

RELATIONSHIP WITH NGO LEADER

SOS collaborates with local organizations in the communities volunteers travel to. Each SOS trip is accompanied by a NGO leader from that organization to act as the representative of the community and to ensure the well being of our volunteers. The relationship between the NGO leader and the SOS trip leader is summarized in the following chart.

<u>SOS Trip Leader:</u> Monitoring trip progress and volunteer happiness	<u>Together:</u>	<u>NGO Leader:</u> monitoring community happiness and trip logistics
Group dynamics: communicate questions, discomfort; trip goals, reflection; participant conflict	Discuss cultural sensitivity and general group discussion	Group dynamics: cultural sensitivity; explain history of community, explain project impact
Construction site: volunteer management, project clarification	Talk about construction goals; energy levels	Construction site: organize tasks with foreman; communicate goals and progress; organize tools
Health and Safety: monitor group health and energy levels; address health and safety concerns	Talk about hunger, fatigue, health and safety concerns	Health and Safety: organize meal times and type of food, organize logistics for sick participants
Community Activities: organize participant outings, organize contributions to community	Discuss activities participants wish to do; organize; and execute	Community activities: logistics of activities, accommodate community goals/wishes



STUDENTS
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The NGO Leader and Trip Leader work as partners to ensure that all parties involved in the Outreach Trip are represented and accounted for. If any issues arise, the Trip Leader and the NGO Leader work together to ensure a solution is implemented as soon as possible.

WHAT PARTICIPANTS CAN EXPECT FROM A TRIP LEADER

SOS Trip Leaders have been given a number of tools to effectively monitor participants' safety and happiness during Outreach Trips. Participants can expect that Trip Leaders will encourage, delegate, make decisions (sometimes tough ones), and support participants during their Outreach Trip, whether that involves construction work, meal times, excursions, or times of rest.