***SMITH MOUNTAIN LAKE CHARITY HOME TOUR***

***Key Volunteer Roles and Responsibilities***

Each participating charity must agree to provide the following 7 Key Volunteers. Depending on the size of the home, additional Key Charity Volunteers may be needed.

**Charity Team Leader and Co-Lead:** This position is the single point of contact for the assigned home. They are responsible for all team assignments and to ensure all Home Administration processes are followed. The Charity Team Leader’s team will included a working lead for each major function of the Tour. Those areas are tickets, recruitment of volunteers, sponsorship and traffic. The Charity Team Leader’s responsibilities include ensuring the following areas are addressed by the team.

* Understanding the Tour purpose, organizational structure and requirements
* Communicating to Team Members and the Charity Home Tour Board
* Attending required training sessions
* Determining the number of Room Hostesses/Hosts needed for Tour days
  + Establishing traffic patterns within the home as determined at home visit
  + Preparing room information cards for the Room Hostesses/Hosts
  + Working with Sponsorship Lead to ensure all leads are contacted.
  + Organizing a committee to distribute posters and rack
  + Assigning a team member to pick up supplies
  + Working along with Recruitment Lead to ensure volunteers for all shifts
  + Working with Ticket Lead to ensure all processes are followed
  + Managing the Tour shift schedules
  + Ensuring all leads have a backup

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**Ticket Lead:** The Ticket Lead oversees all aspects of ticket at the home during Tour Weekend. This person should be comfortable with greeting guests on Tour weekend, familiar with “i” technology and the ability to track information to ensure ticket sales

and monies are balanced. The role includes:

* + Attending ticket training
  + Attending the first home visit to ensure ticket table location is appropriate and WiFi is available and tested
  + Understanding of all functions of the Ticket Lead
  + Managing the daily reconciling/balancing of required ticket information and of money received for tickets purchased
  + Training ticket volunteers for Tour weekend
  + Making decisions regarding the handling of lost / damaged / incorrectly used tickets
  + Manage the ticket table on Tour weekend

**Recruitment Lead:** It is important that each charity select their Recruitment Lead carefully. The Lead will need to have the time, confidence and skills to perform this job. The timeframe they need to recruit volunteers is from May until the night before the Tour. A good telephone manner and good computer skills are important. They must have a computer, email, and internet and print capabilities. Other personnel cannot substitute for a Recruiter once they are trained. The Recruitment Lead needs to ensure they have at least one other volunteer to assist with recruiting.

* + Attend recruitment and iVolunteer training
  + Recruiters will solicit volunteers by phone and then schedule them as hosts/hostesses, parking or dock volunteers for specific shifts at their assigned home during the days of the Tour. The recruiter will enter all the volunteer data directly into the Charity Home Tour volunteer database (iVolunteer).

The Recruitment Lead will recruit and also oversee that the Recruiter is:

* Entering and processing the data onto the Charity Home Tour website
* Calling volunteers until the assigned home is fully staffed
* Using personal contacts and signing up all volunteers for their charity
  + Using the contact lists provided by the Tour
* Sending confirmation cards or electronic confirmation to volunteers
* Adhering to the published calendar dates
  + Bringing to the attention of the Recruitment Lead any problems or difficult situations

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**Sponsorship Lead:** This Lead is responsible for soliciting businesses to secure donations in support of the SML CHT. The Sponsorship Lead, along with other charity representatives will make personal calls on assigned business prospects to explain the benefits of various Sponsorship levels, the benefits of being associated with a successful community fundraising effort, the benefits their donation will provide to the selected charities, and the benefits to the SML regional community. Representatives are assigned specific prospect accounts to call on and are given several months to complete their task.

The Sponsorship Lead responsibilities include:

* + Attending sponsorship training along with any needed sponsorship representatives
  + Communicate and provide required documentation to SML CHT Sponsorship Chair
  + Work with their Charity Team Leader for additional support if needed
  + Ensure the sponsorship pledge forms, upon securing a pledge from their prospect are completed
  + The Lead will validate all pledge forms.
  + Ensure all prospects are contacted and the results of the calls documented
  + Meeting the minimum, and preferably, exceeding the goals of their charity

The SML CHT Sponsorship Chair will work closely with the Charity Sponsorship Lead and representatives to provide training, additional Prospect leads, and other support as needed to help the Representatives maximize donations raised. The success of this community fundraising effort is based on everyone participating equally in their efforts.

In order to ensure that all charities contribute in a fair and equal manner, each charity is required to raise a minimum of $7,000 to qualify for their base disbursement amount. The charities that exceed this minimum will be eligible for the Bonus Pool. Any charity that does not raise this minimum amount of $7,000 will see their base disbursement decreased by the difference between the minimum and the amount raised. The SML CHT Sponsorship Chair will work closely will the Representatives to provide leads and support, but it is up to the Charity to make the calls, follow-up, and secure the donations.

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**Traffic Captain, Traffic Co-Captain:** During the Tour, the Traffic Captains are responsible for all aspects of land and marine traffic at the charity’s assigned home. The Traffic Captains reports to the Charity Team Leader. There will be two visits to the assigned home and one mandatory training session. The Traffic Captains will get guidance and training from the SML CHT Traffic Chair. Traffic Captain Responsibilities include the following:

* Ensure safety precautions are enforced
* Develop and complete a traffic plan
* Determine the number of volunteers needed for car and boat traffic
* Manage shift schedules
* Obtain permission letters from property owners
* Identify traffic supplies needed
* Conduct training for traffic volunteers before the start of each shift
* Complete after-tour review (provide input to Team Leader)

The Traffic Captains must be available the weekend of the Home Tour.

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