***Smith Mountain Lake Charity Home Tour***

***KEY VOLUNTEER ROLES AND RESPONSIBILITIES***

***Each participating charity must provide the following 6 Key Volunteers:***

1. **Charity Team Leader/Home Administration Lead:** This position is the single point of contact for the assigned home. They are responsible for all of the Charity’s assignments and must ensure all Home Administration processes are followed. Additionally, the Charity Team Leader will assemble a team of people to handle each of the four major aspects of preparing for the Tour: Sponsorship, Volunteers, Tickets, and Traffic. The Charity Team Leader is responsible for ensuring the following areas are addressed by his/her team:

* Communicating to Team Members and the Charity Home Tour Board
* Attending required training sessions
* Attend two Home Visits
* Responsibilities related to the Home:
  + Establish visitor traffic patterns within the home
  + Prepare room information cards for the Room Hosts/Hostesses
  + Determine and communicate to SMLCHT the supplies (ribbons, signs, etc) needed, and assign a team member to pick-up & return supplies
  + Determine number of volunteers needed for Tour Weekend
  + Work with Volunteer Recruitment Lead to ensure home is fully staffed for all shifts
  + Work with Traffic Leads to ensure all processes are followed
  + Manage Tour shift schedules
  + Work with Ticket Lead to ensure all ticket responsibilities are met
* Work with Sponsorship Lead to ensure all potential sponsors are contacted
* Distribute Home Tour posters and rack cards
* Ensure all Team Leads have a backup, including Self

1. **Sponsorship Lead:** The Sponsorship Lead is responsible for soliciting businesses to secure donations in support of the SML Charity Home Tour. Specific duties of the Sponsorship Lead include:

* Attend the Sponsorship Workshop to learn the process and to receive the *Sponsor Assignment List*.
* Contact each sponsor on the *Sponsor Assignment List* either by email, phone, or in person, to solicit sponsorships.
* Meet, and preferably exceed, the minimum ($7,000) monetary goal for the charity. *Note: The Sponsorship Lead will not be required to track down any of the pledged money unless specifically asked to by the Treasurer.*
* Communicate progress with the SMLCHT Sponsorship Management Chair--especially when there are questions or complications that need to be addressed. The SMLCHT Sponsorship Management Chair will send bi-monthly reports to the Sponsorship Leads and Charity Team Leaders to keep the charities informed of their financial progress.
* Work with the Charity Team Leader for additional support if needed

The success of this community fundraising effort is based on all charities participating fully in their efforts. Each charity that raises more than the $7,000 minimum will be eligible to participate in the Bonus Pool and receive additional funds.

1. **Volunteer Recruitment Lead:** The Volunteer Recruitment Lead will solicit volunteers and then schedule them for specific shifts at the home during the days of the Tour. Specific duties of the Volunteer Recruitment Lead include:

* Work with Charity Lead to determine number of volunteers needed to staff the home
* Solicit volunteers until the home is fully staffed. *Note: SMLCHT has a database of prior volunteers which can be shared with charities if desired.*
* Attend iVolunteer training, and communicate # of volunteers needed and parking instructions for volunteers to the SMLCHT iVolunteer Chair
* Enter each volunteer’s contact info into the iVolunteer system so each volunteer receives his/her Confirmation email and Reminder email
* Bring any problems or difficult situations to the attention of the Charity Team Lead

1. **Ticket Lead:** The Ticket Lead will manage the Ticket Table and oversee all aspects of tickets at the home during Tour Weekend. This person should be comfortable with greeting guests on Tour Weekend and be familiar with internet technology. Also, this person must be willing to use their personal phone to download and use the ticket scanning app. The role includes:

* Attend Ticket Training session
* Get network ID and password for internet access at the home, and ensure ticket table is placed in an area with good internet service
* Provide training for ticket table volunteers on Tour Weekend
* Ensure personal phones (used for ticket scanning) are charged and functioning during Tour Weekend
* Manage the daily reconciling/balancing of money received for tickets purchased

1. **Traffic Lead and Co-Lead:** During the Tour, the Traffic Lead is responsible for all aspects of land and water traffic at the charity’s assigned home. The Traffic Lead and Co-Lead must be available the weekend of the Tour. There are two visits to the assigned home and one mandatory training session. The SMLCHT Traffic Chairs will provide guidance and training to the Traffic Lead. Responsibilities of the Traffic Lead include:
   * Develop and complete a written traffic plan according to defined schedule
   * Determine the number of volunteers needed to handle car and boat traffic
   * Manage volunteer shift schedules
   * Notify neighboring properties
   * Obtain permission letters from nearby property owners if needed
   * Identify and submit a list of traffic supplies needed
   * Conduct training for traffic volunteers before the start of each shift
   * Ensure safety precautions are enforced