

RESTOR

INTERNATIONAL INC.

Non-Medical Volunteer: Mission Director

The Mission Director is a veteran of multiple Rotaplast & RESTOR missions who has been trained and reviewed by experienced Mission Directors. RESTOR always assigns this team member to a mission. The Mission Director sets the tone for the entire trip. The Mission Director must be a Rotarian and supervises the smooth flow of operations. Included in the responsibilities is facilitating communication among the team and between the team members and hosts. The responsibility for the safety of the team rests with the Mission Director. S/he takes care of assigning tasks to the non-medical staff and making sure that the medical team is able to function efficiently and with as little stress as possible. In addition, the Mission Director handles communications with the local media and acts as an ambassador of goodwill.

Qualifications:

- Has served on at least two missions
- It is preferred that they have served as Medical Records Keeper
- Team player with extraordinary leadership skills
- Excellent communication skills
- Has a dynamic and confident personality
- Is outgoing and people oriented
- Enjoys travel and adventure
- Has the ability to think analytically and logistically
- Is able to perform under stress and in uncertain conditions
- Untiring patience and flexibility in order to deal with unexpected hurdles
- Relentless attention to detail and deadlines
- Knowledge of RESTOR mission policies and protocols
- Knowledge of the language is helpful
- Is enthusiastic about international development, global solidarity and duty to serve

Pre-trip preparation/organization – starting 3 months in advance

- Learn about the local culture
- Assess skills of volunteers and properly assign roles to each non-medical volunteer

- Communicate directly with the medical and non-medical team members with at least one introductory email that sets the tone for team spirit and instructs the non-medical volunteers as to how they can help the medical volunteers function at the highest level of efficiency
- Familiarize the team with the country and the area, climate and culture
- Address general team questions in order to establish a relationship of trust prior to the mission
- Communicate and collaborate with RESTOR's Executive Assistant to facilitate all transportation and lodging arrangements for the trip
- Ensure that all team members are informed about what is expected of them before the mission
- Read the site visit and/or past Mission Director reports
- Communicate with the Country Coordinator
- Talk to past Mission Directors who have served this site
- Review advertising, recruitment and pre-screening protocols
- In cooperation with the Surgical Care Coordinator (SCC) monitor onsite conditions and logistics for patient travel, accommodation food and follow-up
- Provide each volunteer with a job description and review it with them
- Monitor current events and distribute Government of Canada Travel Advisories if necessary
- Distribute team lists
- Determine the number of translators needed and available
- Register mission and team with Canadians Abroad
- Review logistics with the hospital, including the number of hospital rooms available
- Review any special needs of medical and non-medical volunteers
- Communicate with local hosts (Rotarians) regarding special events, room assignments, food schedules, meeting rooms and any special requests regarding how the hotel can better accommodate the group
- Organize transportation to/from airport to hotel and hotel to hospital daily
- Certificates of appreciation and or gifts should be planned before the trip and approved by the hosts

Upon arrival:

- It is recommended that the Mission Director and the SCC arrive 2-3 days prior to the team to meet with the CEO, review the hospital site, equipment and to decide on the registrations area

- and pre op clinic locations, to inspect accommodations, meeting space at the hotel, etc.
- Hold a mandatory team meeting shortly after arriving at the hotel to present medical protocols and rules that should be observed by all
 - Assure a sense of team unity
 - Arrange a tour of the hospital and meet and greet with the hospital staff
 - With the SCC and the Medical Director discuss pre op clinic and registration, outlining each team members responsibility
 - Respectfully and successfully resolve any team conflicts, concerns or other sensitive matters
 - Plan an appreciation event for the host hospital personnel, coordinating with the SCC and Medical Director
 - Participate in press interviews with the Medical Director
 - With the Quartermaster, keep a close account of funds provided for ground expenses, pharmacy expenses, team needs and miscellaneous finances
 - Throughout the mission, collect the required information for the Mission Director Report

Typical daily schedule/procedures:

- Usually the first one to the hospital and the last one to leave the hospital daily
- Schedule a daily Team meeting at the hospital or a breakfast meeting at the hotel with team to review operation schedule, patient, team and doctor concerns
- Discuss supplies needed for the day with the Quartermaster
- Meet with hotel staff to review the lunch menu if catered to the hospital
- Liaise with hotel about any concerns (ie: bedbugs)
- Meet with hospital CEO and department heads about any issues or concerns
- Check daily teaching schedule to ensure room and equipment is ready
- Confirm the team member teaching is available and if not find a replacement
- Ongoing problem solving
- Organize outside visits as required to other facilities such as schools, orphanages, universities, public hospital to promote Rotary and establish contacts with community leaders
- Organize activities for the scheduled day off with Rotarians or Rotoracts
- Ensure any team members health issues are attended to

Post-trip wrap-up/review:

- Prepare a detailed and accurate accounting of mission expenses and send it to the RESTOR office within 10 days of the end of the mission
- Send appropriate thank you letters and emails to the site contacts
- Send thank you letters to the whole team
- Complete the Mission Director Report and Team Member Evaluations
- Provide contact information for key stakeholders on site
- Inform the office in writing of conversations with hosts regarding future trips and possible changes that may have to be done in order to improve the next mission