



## *Brisbane Seniors OnLine Association Inc: Register of Key Documents*

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### **Briefing for Hub Coordinators**

1 The duties and responsibilities of the Hub Coordinators are as follows:

- Identify all learners within the hub who are eligible for training, and to match them with compatible mentors. Compatibility depends on criteria such as the distance the mentor will be required to travel to give home lessons, the mentor's knowledge level compared with the learner's stated requirements and the personalities of the respective mentor and learner.
- Maintain regular contact by phone or email with all unmatched learners and try, where possible, to provide them with an estimate of the likely delay before they can be allocated a mentor.
- Maintain communications with the hub mentors, and to identify as early as possible those mentors who have chosen to become inactive and who should therefore be removed from the Active list in the MIS (Management Information System).
- Identify any issues or problems arising between individual mentors and learners, and to try and resolve such issues as quickly as possible. This may simply involve speaking with the members concerned, or there may be the need for the learner to be assigned a different mentor.
- Hold half-yearly meetings of the hub mentors, and to identify any issues or concerns which may be raised. Such meetings are normally held just prior to the six-monthly Hub Coordinator /Management Committee meetings - see below.
- Where possible, attend the six-monthly joint Hub Coordinator/ Management Committee meetings, and report on any issues of concern regarding the management of the hub or to the Hub Coordinator's role. Relay any relevant outcomes from these meetings to the hub mentors.
- Ensure that the MIS details are kept up to date, particularly with regard to mentor/ learner links and members' contact details, and to ensure MIS updates are emailed to the office in accordance with the MIS operating procedures.
- Communicate regularly by email with all hub members so that they are kept aware that the Hub Coordinator should be the primary point of contact between the members and the office.
- Keep a general watch, via the hub mentors, on learners' progress. In part this is to monitor progress against the 12-lesson guideline for covering the curriculum. In part also it is important to ensure that non-financial members do not continue to receive lessons.



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### Briefing for Hub Coordinators (ctd)

- Communicate with the coordinators of geographically adjacent hubs, with the aim of matching mentors and learners across hub boundaries where this is appropriate.
  - Help to identify someone, preferably a mentor from within the hub, who can be trained to assist in the absence of the Hub Coordinator, and at other times to share the workload.
  - Identify opportunities within the hub for BSOL to promote our activities and recruit new members. Where appropriate, to organise assistance from hub members in undertaking such promotional activities.
- 2 Note that in all instances where written publicity material or advertisements are being generated directly by the hub coordinator or another member within the hub, there are certain protocols to be followed:
- The text must be approved in advance of submission to the media, by one or more of the Publicity Reference Group (President, Vice President, Immediate Past President) – accessed through Secretary
  - The BSOL office contacts are to be listed first: phone, email, website; the hub coordinator's or mentor's phone can be listed after that. Mobile phone numbers are to be given only when there is no alternative landline number.
  - In print advertisements, the use of any graphics other than the BSOL logo must first be approved by the Publicity Reference Group (accessed through the Secretary).
  - A BSOL release form must be signed by all identifiable subjects in any photographs which are used for publication.

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