RESPONSIBILITIES OF A TEAM MEMBER

The following represents the roles and responsibilities of all Medical Teams International volunteer team members. If you are designated as a team leader, you are expected to set the example in supporting these responsibilities and carrying out any additional duties as assigned. The following lists of responsibilities are provided to facilitate a successful, effective and enjoyable experience for volunteers and to facilitate maximum benefit for the people being served.

- **Represent Medical Teams International and support its mission**
  As a team member, you are Medical Teams International’s primary representative to our partners and to the people we serve. We expect that you will maintain a positive regard for local culture and customs, and be flexible, professional and positive in all interactions with local staff and community members.

- **Adhere to Medical Teams International’s code of ethics, code of conduct and policies**
  You are responsible to adhere to our code of ethics and conduct and to support our country office and partner’s standards and policies. The Medical Teams International code of ethics and conduct can be found in the volunteer agreement: team members are required to sign this document before departure. Violation of the code of ethics and conduct and Medical Teams International standards and policies may result in a volunteer being moved to conditional or restricted status for any future involvement with us. In rare cases, in consultation with our country staff and/or team coordinator, a volunteer may be sent home during assignment.

- **Accomplish team objectives according to established best practices and standards included in your team preparation packet**
  Your team coordinator will brief team members on the scope of your team’s assignment. Internationally established standards and protocols related to the team’s assignment are provided to guide your work. Please become familiar with these and follow them while working in the field. Every effort should be made to follow these standards. However, we recognize that occasionally a team may encounter circumstances or changes in their work assignment which will limit or redirect the team’s efforts.

- **Build and facilitate effective team work**
  
  **Team building**
  Effective teams are the result of efforts by all team members to foster a cooperative environment. Each team member is responsible to facilitate and model exemplary team dynamics. Please take the initiative to communicate with and encourage fellow volunteer team members as well as your in-country team while serving together. Participation in regular team meetings and debriefings are beneficial and contribute toward building a cohesive team.

  **Decision-making**
  Strong, effective communication between team members is vital to a successful and productive team. Respect and consideration should be given to shared ideas and expertise of all team members. There may be times when an assigned team leader will be responsible for making final or ultimate decisions. However, key decisions related to the scope of work for a team, team logistics, security and relationships between Medical Teams International and local parties reside with Medical Teams International local staff and/or local partners unless specifically delegated to a team member.
Dividing tasks among the team will allow everyone the opportunity to be part of the process and contribute to the team’s success. Although many tasks may be delegated to other team members, there can be certain responsibilities assigned solely to the team leader. Your team coordinator will inform team members of any specific assignments.

**Conflict resolution**
With the unique stress of international travel and working in a different culture, your team may experience disagreements or conflict. This is normal. Typically, team members are able to resolve conflict on their own. If this is not possible, the appointed team leader or Medical Teams International staff member may approach those involved, showing respect and guarding confidentiality, to bring resolution.

In the event that a serious conflict remains unresolved and is interfering with the team’s ability to carry out its assignment effectively, parties involved will be asked to agree to certain behaviors until the assignment is completed. If the issue remains, country staff and/or the team coordinator may be consulted per Medical Teams International grievance and resolution process. Resolution, in certain cases, may include sending a volunteer home.

- **Support team safety and security**
  Due to the nature of political and economic situations in countries where we work, crime or civil unrest may be more prevalent than in your home community. Medical Teams International regularly monitors security in field locations and passes along any relevant information to our volunteers. While security incidents are very rare on our teams, we require that team members follow a few basic guidelines that will greatly reduce the risk of security issues. **You are the best source of ensuring your personal safety.** These guidelines are included in the volunteer safety section of your team manual.

- **Serve as a communication link**
  The team coordinator is your primary point of contact between your team and the in-country partner or field staff with whom you will be working. It is very important for team members or the team leader (for teams with an appointed team leader) to communicate regularly with your team coordinator during the entire pre-trip planning process. They will keep you informed of any necessary details. Please respond to communications from your team coordinator in a timely manner.

  While in the field, team members or the designated team leader is responsible for communicating with the Medical Teams International partner and field staff and maintaining an open channel of two-way communication. There may also be instances when communication with government officials occurs. Partners or field staff will assist and/or lead in these circumstances.

- **Report**
  At the end of the trip, you will be given a volunteer team evaluation and story form, to complete and return to your team coordinator. All team members will contribute towards gathering information for the team’s report. The team leader or a designated team member will be responsible for filling out the team report and submitting it to the team coordinator within two days of returning home. These documents capture important feedback and statistical data which are needed to document the work of Medical Teams International.