

**Daily:**

1. Monitor Weekly Group / Schedule and Business groups in case of any questions
  2. Send Chat police in case conversations get out of topic
  3. Write down all pending/completed tasks and make a time schedule for each
  4. Help advocates in as many things as you can, related to clients/policies/protocols/rules/Maya helpline delivery
  5. Ensure the shifts are always filled, otherwise send shift reminders by private messages/broadcasts/in groups
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- In case of **a new shift getting filled or replaced by another advocate**, make sure to:
    1. Update the weekly shifts group by either sending a message or the newly edited weekly shift schedule
    2. Change the advocates shift in VSP - either remove from shift or replace with the new advocate's name
    3. Inform Maya of the change in the helpline delivery schedule

**Weekly:**

<b>Sunday</b>	<ol style="list-style-type: none"><li>1. Create Weekly Group and send the weekly shifts schedule, important numbers, pouch policies, weekly updates (if available)</li><li>2. Also send the Weekly message with the case report link + MOD number</li><li>3. Ensure all shifts are filled for at least next week (From Sunday to Sunday)</li><li>4. Send new weekly Helpline delivery schedule to Maya</li><li>5. Send weekly star advocate email to casework team</li></ol>
<b>Monday</b>	<ol style="list-style-type: none"><li>1. Ensure the weekly MOD voice note always goes out by Monday/Tuesday max</li><li>2. Change the MOD call forwarding number on the small black Huawei MOD phone</li><li>3. Ensure that the MOD phone is charged</li></ol>
<b>Tuesday</b>	<ol style="list-style-type: none"><li>1. Write down discussion/ideas points for weekly inner circle</li></ol>
<b>Wednesday</b>	<ol style="list-style-type: none"><li>1. Work on the Star Advocate post</li><li>2. Send it to Operations Manager</li><li>3. Send to Schedule &amp; Business Group after approval with the star advocate caption</li></ol>
<b>Thursday</b>	<ol style="list-style-type: none"><li>1. Ensure the weekend shifts are filled and that Maya has the correct updated weekly helpline delivery schedule</li></ol>

**Monthly:**

1. Send weekly MOD shifts to all the MODs beginning of the month
2. Send reminders and follow up as necessary
3. (Beginning of month) Send an email requesting the casework report for the previous month to the casework team
4. (End of month) Work on the casework report and send it to Schedule and Business + To all volunteers through VSP

**Quarterly:**

## Quarterly Advocate Meetings

- Occurs every 3-4months
- Plan a place - time - location - speaker - relevant topic - invitation - remind everyone (team and volunteers)
- Plan agenda and speaking points + timing
- Decide the exact updates/reminders to discuss w/ volunteers
- Design creative eye-catching poster and send at least 2-3 weeks in advance
- Each meeting occurs 3-4 times a year, live or online