Mission Statement
The mission of the International Ombudsman Association is to support and advance the global Organizational Ombudsman profession and ensure that practitioners work to the highest professional standards by:
- Setting standards of practice, regulatory platform and code of ethics for the Organizational Ombudsman profession;
- Assisting in the establishment of Organizational Ombudsman offices;
- Providing excellent professional development resources, research and information;
- Increasing awareness and understanding of Organizational Ombudsman value among key stakeholders and the general public;
- Creating strategic alliances or direct communications with other key organizations and professionals involved in dispute resolution, governance, ethics and risk mitigation.

1. Name of Committee: Membership Committee

2. Purpose of Committee (scope of responsibilities)

   The purpose of the Membership Committee is to recruit and support current and new members in the following ways:

   - Respond to inquiries regarding membership and the association
   - Works with management company to determine membership category placement
   - Provide welcome, orientation and support for new members (in collaboration with the Communications Committee)
   - Maintain and update new membership materials
   - Identify diverse membership needs, including membership engagement, benefits and services (in coordination with the Research and Assessment Committee)
   - Foster member retention
   - Make recommendations to the Finance Committee regarding changes in membership dues
   - Work with other IOA committees

3. How the Charge of the Work Group Relates to the Strategic Plan

   The membership Committee charge supports Strategic Plan Objectives - 1.5, 3.4, 4.2, 4.6.

4. Chair Reporting Relationships (where group fits within the organizational structure)

   Committee chair(s) report(s) to the Board of Directors through the Board liaison.

5. Chair Appointment and Term (how appointed, length of term, term limits)

   The committee recommends a committee member to serve as chair (co-chair) and the IOA Board considers his/her qualifications before appointing to serve a 3-year term, with the option to renew for one consecutive term, for a maximum of 2 full terms. If possible, terms of co-chairs will be staggered to preserve continuity

6. Committee Composition (by position or other qualifications rather than name; number of members)

   One chair/co-chairs and committee members of the association (regardless of category) who are knowledgeable about the association’s mission and vision, are able to devote adequate time to the responsibilities involved in meeting the committee’s goals. Committee membership should represent all sectors and global regions, as well as a balance of newer and more experienced members, all of whom should be knowledgeable about IOA.

   In order to effectively pursue the IOA’s international objectives, including opening channels of communication with, and mutually supporting, professionals and organizations outside of the United States, and promoting the role of the Organizational Ombudsman in all regions, the committee will ensure that its criteria for membership and leadership functions promote participation and perspectives from all global regions.
Committee is chaired or co-chaired by a Member and/or Associate Member, and supported by a Board Liaison. Committee consists of, at least, four additional members. There are no specific qualifications beyond being an IOA member.

7. **Committee Member Appointment and Term (how appointed, length of term, term limits)**

Chair(s) will collaborate with the Volunteer Management Committee to recruit potential members. The chair(s) shall appoint the committee members to a 3-year term. Committee members have the opportunity to reapply for a consecutive term, subject to approval by the Chair(s).

8. **Subcommittees (if any): N/A**

Other subcommittees may be created by committee chairs to assist with the performance of committee’s responsibilities. The membership of subcommittee may also include IOA members who are not current members of the committee. Subcommittees will be chaired by current committee members.

9. **Authority (what committee/task force has authority to do)**

The Committee is charged with applying the IOA membership category criteria in determining the appropriate placement in member categories, and review appeals as requested. Authority to propose new benefits and initiate activities to engage members, attract new members and enhance retention of members. Authority to conduct periodic surveys of the membership regarding member needs and satisfaction.

10. **Limitations on Authority (what committee/task force does not have authority to do)**

Upon appeal, final membership category determination rests with the IOA Board. Board makes final determination on changes to membership dues.

11. **Association Policies Impacting Committee/Task Force Function (relevant votes the Board of Directors has taken)**

   - Bylaws specify criteria for membership categories (Article 3 Membership).
   - Timeline for making changes in membership dues/notification (Article 3 Membership)
   - Committee structure and processes (Article 7 Committees)
   - Serving members (Article 2 Mission of the Association)

12. **Interactions, Influences & Interdependencies with Other Committees**

   - The global priorities of the IOA apply to all committees, and the scope of work for each committee has an international scope. To integrate international perspectives into the goals, operations and substantive work of the committee, each committee will collaborate with the International (Outreach) Committee and the Regional Advisory Communities to develop needed processes that enable them to seek guidance, have dialog, and receive feedback and recommendations from the International (Outreach) Committee on international opportunities, and may directly engage with the Regional Advisory Communities with regard to needs and interests of the regions and the IOA and committee.
   - Conference Committee – new member event held during conference
   - Communications Committee – a member of Membership Committee should also serve on this committee
   - Mentoring Committee
   - Finance Committee (budget items)
   - International Outreach Committee
   - Regional Advisory Communities

13. **Job Products (what output work committee/task force delivers during a year)**

   Period membership reports to Board and IOA members, including statistics and analyses

   Development of a systematic way to identify new organizational ombudsmen in the world who may possibly benefit from IOA products and services

   Recommendations to the IOA Board to add or discontinue IOA member benefits
14. **Timelines (deadlines committee/task force is expected to meet)**

Membership Renewal begins in October for new membership year

15. **Description of Operations (how committee/task force gets its work done)**

Meet monthly via ZOOM; work to build consensus within the committee on decisions

16. **Role of Board Liaison**

Operations associated with committee oversight responsibilities include the following:

- Service as liaison between oversight committees and the Board
- Overseeing the process of appointing committee chairs (in collaboration with president) and committee members as needed
- Assuming the responsibility of acting committee chair if there is a temporary vacancy
- Educating committee chairs about the roles and responsibilities of the Board oversight and the committee chair
- Active participation in scheduled committee meetings, including providing a report of relevant Board discussion/decisions relating to the work and interests of the assigned committee and assisting in clarifying common issues and interests between IOA committees
- Proposing motions for inclusion to the Board agenda associated with oversight area
- Work with committee chairs on the timely completion and submission of Board reports
- Insuring that Board decisions are communicated and followed-up upon with committee leadership.
- Monitoring and encouraging progress of committee in carrying out assignments.
- Bringing to the attention of the IOA Board and officers situations related to committee activities requiring attention.
- Mentoring the Board member who will assume oversight responsibilities when Board term ends or upon reassignment

17. **Role of IOA Staff**

Complete committee meeting minutes; provide co-chairs with monthly membership report; send new member packets; review membership applications for conformity with category criteria; forward membership application questions to committee chair(s) as needed; assist with membership surveys; manage the membership renewal process; be a resource about practices in similar associations.

18. **Resources required (funds, equipment, other)**

New membership packet items, early renewal incentives, ZOOM subscription

19. **Report Back Process to Board**

Direct communication and through the committee’s liaison

20. **Questions & Open Issues**

Membership category criteria
Who has responsibility for overseeing revisions to content of IOA booklets provided to new members—Communications Committee

21. **Person Completing Form and Date:** Mindy Eaves, Kerry Egdorf, Ellen Schreiber (Liaison) –

22. **Date:** April 19, 2015 by IOA Board of Directors