

IOA Committee and Task Force Description

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 or Task Force:** International Outreach Committee (“IOC”) (formerly the “International Committee” or “IC”)
2. **Purpose of Committee or Task Force (scope of responsibilities):**

Mission Statement (*adapted from stated mission of the IC and the IOA SP*)

The IOC Conducts a global outreach program to promote the understanding, visibility and development of Organizational Ombudsman roles and offices.

To this end, the IOC engages ombudsman professionals, partners and stakeholders throughout the world with particular emphasis on those working and/or residing outside of the United States to promote the establishment and best practices of the role of the organizational ombudsman in industry and organizations.

Responsibilities (including, but not limited to):

The overall task of the International Outreach Committee (IOC) will be to perform and oversee external outreach and develop relationships on behalf of the IOA, with emphasis on regions outside of the United States. To this end, the IOC will be responsible for the following areas:

- Develop and identify opportunities to do outreach and build relationships, and carry out such efforts, on behalf of the IOA with Ombudsman professionals and those influencing the development of the profession, including organizations, the broader alternative dispute resolution profession and other professional sectors, and other stakeholders;
- Gain understanding of the Ombudsman field and its growth internationally with the help of the Regional Advisory Committees;
- Establish relationships and partnerships with individuals, organizations, governmental entities, and others to assess project opportunities, benefits and costs for the IOA;
- Monitor regional developments, changes and needs, and provide a global picture to the IOA Board and its other Committees;
- Oversee, and determine the outcome of, the scholarship selection process to help ensure the IOA can reach professionals who meet the appropriate criteria (as determined by the IOC) in regions without adequate access;
- Serve as a resource for other IOA Committees on international matters and continuously work with other Committees to build processes to ensure workflow and collaboration (For

example, work with the PDC on process for consultation, expertise and recommendations on international courses and training)

- Based on experience and expertise, make recommendations to the Board and other Committees regarding possible opportunities outside of North America. (For example, on membership, pricing outside of the U.S., courses and professional development training, conference activities, partnership opportunities, certification, involvement in IOA governance, etc.)
- General coordination, oversight, and exchanging of information with the RACs, and ensure access of all IOA Committees and the Board to the RACs as the regional voices, networks, pools and resources.

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

Goal 1: Further IOA's Vision, Mission and Values:

Continue, enhance and advance the IOA's capacity and capability to carry out its mission and vision and deliver high quality services that relate to the organization's shared purpose to support Organizational Ombuds.

Goal 4: Develop Stronger Presence and Outreach for IOA:

Conduct an outreach program to promote the understanding, visibility and development of Organizational Ombudsman roles and offices.

The IOC, like other committees, plays a role in the IOA's overall goals and strategies, as its work impacts, and needs involvement from, other parts of the IOA. For example, outreach efforts may have a direct relationship with how opportunities to develop and deliver courses in another region are followed up on.

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.

- Maintains his/her role on the Leadership Coordination Group, lateral to other Standing Committee Chairs
- Reports to the Board on behalf of RAC Coordinators as the primary liaison between RACs and Board (upon hearing from IOC, the Board may wish to independently hear from RAC Coordinators directly)

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.

- Co-Chairs + 14 general members + 1 Board Liaison
- RAC participation
- Subcommittees
- Rotation system to ensure new members have opportunities

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).

The Committee recognizes that a truly international organization should avoid even the appearance of being overly influenced by the cultural norms, ideas, programs and policies of any one country or region. Thus, while the Ombudsman profession was actually conceived in Scandinavia, the fact that it has been embraced by and is a vital part of many organizations in the United States, requires us to be particularly attuned to these concerns.

The IOC promotes its goals and interests by seeking members who are:

1. Committed to contributing service by playing an active role in the work of the IOC, the IOA, other IOA standing Committees, and the RACs. RAC membership is preferred.
2. In order to fulfill the purpose and objectives of the IOC, members who can contribute to the work of the IOC and the IOA's global priorities based on their skills and professional experience in one of the RAC regions (especially those that are under-represented on the IOC).
3. Practitioners working for an international organization, capable of working in several languages, and able to represent a variety of sectors (corporate, governmental, university, non-governmental, multi-lateral, nonprofit, etc.) and geographic regions (especially those that are underrepresented on the IOC)
4. There may be special consideration given outside of preferred criteria in certain circumstances in alignment with the IOC and IOA's strategic objectives. Considerations may be appropriate if a potential member has significant work experience and has:
 - a. Unique skills that can help strategic Committee initiative(s) and are not found in our members outside of the U.S.
 - b. Strategic links with the IOA Board of Directors, U.S.-based members or IOA committees (such as being a former board member, or a designated board liaison, or having led a particular IOA committee), and who will use these links to advance Committee and IOA objectives.
5. To be effective in its international outreach goals, the IOC has a strategic interest to ensure that its membership represents international diversity in individuals, OO programs with international scope, and that there is representation from different regions.

8. Subcommittees (if any)

Regional Advisory Committees for general oversight and coordination

Subcommittee for scholarship process

Subcommittee to determine membership

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 IOC has the authority to:

- Determine outreach events to represent the IOA, the value of each for the IOA (criteria to be determined)
- Determine who would best represent the IOA during each event, taking into consideration cost, region, language, skills, topic and other needs (criteria needs to be determined), including, but not limited to, utilizing pools of professionals available through the current RACs
- Determine what information and content need to be shared with international and cross disciplinary audiences
- Carry out and perform outreach efforts on behalf of the IOA
- Initiate, oversee the scholarship process, and select candidates who are awarded
- Engage with and oversee the RACs
- Engage with other committees, namely the PDC, regarding international trainings
- Assess its resource needs and request them under IOA policies
- Other as needed to perform effectively, or as assigned by the Board

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

- Changes made with regard to the RACs would need Board approval (IOC to oversee and coordinate the RACs)
- Activities not provided in this job description would need Board approval

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

- Annual Budgeting Process
- Funding Requests policy and procedure

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.

All committees, especially PDC, Communications, Finance, Conference

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

- Selection of outreach events to represent the IOA in the different regions and deliver outreach program
- Performance of outreach outside of the United States

- Build relationships, potential partnerships
- Receive and share information gathered from outreach with the Board and other committees
- Select candidates from the scholarship process, facilitate engagement between IOA and candidates selected
- Share global picture with the Board and committees
- Assist other committees with international aspects of their work as needed

14. Timelines (deadlines committee/task force is expected to meet)

- Once a quarter or more frequently as necessary and determined by the Committee Chairs
- Report back to the Board annually

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

- Currently the committee members meet quarterly with an agenda, unless necessary to meet more frequently
- The Chair leads the call
- The committee receives feedback from each RAC Coordinator
- The committee receives any updates from Board Liaison and subcommittees

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:

- Set and coordinate regular meetings
- Facilitate the IOC to stay aligned with the IOA SP goals and priorities;
- Facilitate and help the IOC stay on target with its objectives;
- Monitor and facilitate in the budget assessment, planning and proposal process;
- Help liaise as needed between committees and the Board;
- Ensure assistance with call set up internationally and up to date tools for global participants;
- Assistance with meetings and outreach events outside the United States, such as materials to be shared by IOA representative(s)
- Monitor and advise on IOC
- Other as needed

18. Resources required (funds, equipment, other)

- Annual budget to meet the projected costs of outreach efforts and scholarship process
- Effective tools to allow communication and meetings regionally, inter-regionally, and from the U.S. with other regions
- Standardized and flexible marketing materials, presentation content developed for outreach presentations, token marketing ideas for building relationships (eg, small IOA gifts, etc.)
- Translation services if necessary

19. Report Back Process to Board:

- Annual Report, budget process
- Participating in the LCG
- Board Liaison
- As needed, to the Board

20. Questions & Open Issues:

21. Person Completing Form: Indumati Sen

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