

IOA Membership Committee Description 2019

Mission Statement

The mission of the International Ombudsman Association is to support and advance the global Organizational Ombudsman profession and ensure that practitioners have the resources and support to work the highest professional standards by:

- Promoting, protecting and providing resources to members regarding the Organizational Ombuds profession
- Welcoming new members at annual conference and throughout the year
- Reaching out to new or emerging Ombuds not yet affiliated with IOA
- Assisting new and existing members to find resources and referrals
- Increasing awareness and understanding of Organizational Ombudsman

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
- Provide welcome email and support for new members
- Review and provide input on new membership materials
- Identify diverse membership needs, including membership engagement, benefits and services
- Foster member retention
- Make recommendations to the Finance Committee and Board regarding changes in membership dues
- Collaborate with other IOA committees to build the membership base

3. **How the Charge of the Work Group Relates to the Strategic Plan and to align with IOA**

The work of the Membership Committee supports Strategic Plan Objectives- to Promote, Protect and Provide - for the Organizational Ombudsman Profession

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 their 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 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 supported by a Board Liaison. Committee consists of at least three 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 as needed and appropriate.

8. Subcommittees (if any):

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)

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)

Board makes final determination on changes to membership dues and other significant changes

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

- *The IOA has three membership categories. All who support the Standards of Practice and the mission of IOA are able to vote as of the change to bylaws in 2016. (Article 3 Membership)*
- *By-laws changes were made regarding membership renewals in 2019 (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, which include to Protect, Provide, and Promote the Organizational Ombudsman Profession.*
- *New attendee/new member event during annual conference co-hosted with the Mentoring committee in coordination with the conference committee.*
- *Recommendations around membership dues and yearly submission of budget request to Finance Committee*
- *Coordinating outreach efforts to support members, such as with the Strategic Partnerships, Mentoring, and the International Outreach Committee*
- *Communicating achievements, board approved recommended changes to membership, new resources for members, and other items in collaboration with the Communication Committee*
- *Ongoing collaboration with the Communications Committee, Mentoring Committee, Finance Committee, International Outreach Committee, Strategic Partnerships Committee, and Conference committees*

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

*Quarterly membership committee reports are sent to the Board and Leadership Group
Develop and identify new and existing member benefits of IOA products and services
Recommendations to the IOA Board to add, alter, continue or discontinue IOA member benefits and resources*

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

- *Membership committee meets monthly*
- *Quarterly reports due to Leadership Group and the Executive Board*
- *Attend quarterly Leadership Group Meetings*

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

Audio/visual meeting platform used for monthly meetings; Basecamp and email communications build consensus within the committee on decisions and recommendations provided to the Executive Board

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
- Educating committee chairs about the roles and responsibilities of the Board oversight and the committee chair
- Active participation in scheduled committee meetings
- Proposing motions for inclusion to the Board agenda associated with oversight area
- 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
- Email new member packets
- 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)

Financial resources to support committee initiatives (audio/visual meeting platform, etc.)

19. Report Back Process to Board

Direct communication through the committee's liaison and through Leadership group meetings as well as through written quarterly reports.

20. Questions & Open Issues

*Provide outreach to new Ombuds not yet affiliated with IOA, especially international ombuds professionals
Collaborate with other task forces and committees in order to not duplicate efforts
Create a welcoming environment for all Ombuds*

21. Person Completing Form and Date:

Membership Committee: Elisa Enriquez (chair), Carrie Knell (co-chair), Amanda Dean, Wayne Marriott, Glenda Dixon, and Lee Twyman (liaison)

Date: September 12, 2019