



Overview of Role

Member Support Coordinators are a pivotal link between National Associations (NA) or/and their Chapters and CISV International. They are the first point of contact for an NA and can provide support, advice, and guidance on a wide range of topics. As the first point of contact for an NA, the Member Support Coordinators are *generalists* who have a solid understanding of CISV at local, national, and international levels and are therefore able to support Associations with most questions. They build and maintain a strong relationship with the key stakeholders from their 'neighbourhoods', understanding the strengths and weaknesses of each Association. They provide advice and guidance to develop sustainable and successful CISV Chapters.

Each Member Support Coordinator works to support a '*neighbourhood*' – a small group of Associations in the same region.

Being a Member Support Coordinator is a regular and fairly consistent role throughout the year. Besides following and responding to emails, they are expected to have regular virtual meetings with associations to discuss any successes or challenges they are facing and update them on regional and international CISV news.

Key Responsibilities and Tasks

Mentoring and advising

- Use experience and networks to share good practices across their neighbourhood.
- Ensure Associations are consistently complying with policies and rules and guide on how to achieve this
- Communicate information and feedback from the region based on day-to-day experience to the Committees/Board via the Regional Manager.

Member Evaluation

- Use established tools to monitor and evaluate Members in their region
- Ensure that policies and rules are being followed, forms and reports submitted, problems/incidents reported, etc,
- Identify areas to develop and/or improve.
- Address the issue appropriately in cases of noncompliance
- Responsible for recommending and justifying necessary changes to the Membership Category of the National Association.

Regular communication

- Have regular and proactive communication with Associations in their neighbourhood
- Keep Members informed and supported

Neighbourhood Coordination

- Support and facilitate connections in their neighbourhood
- Facilitate meetings and opportunities to share experience and good practice between Members
- Encouraging participation and engagement.

Utilise the Regional Team

- Highlight any specialist requests for other members of the Regional team to the Regional Manager
- Support and monitor progress of developments

Promotion of CISV and the region

- Champion the CISV mission and values internally and externally
- Maintain effective networks with internal and external stakeholders in the region.

Reporting

- Report regularly to the Regional Manager on the status of Associations in their neighbourhood
- Determine which matters require Committee decision and ensure that they are referred to the relevant Committee with the necessary documentation.

Time commitment

Holder of this role is a member of the Regional Team so the information about terms and time commitment are outlined in the TERMS OF REFERENCE: Regional Support Structure document.

Reporting Structure

The responsibility for oversight and support for of this role lays with the respective to the region Regional Manager.

Working Relationships

- The Regional Manager will manage the Member Support Coordinators and provide guidance, support and evaluation to assist them in fulfilling their role.
- Relationship with the Members in the region
- Relationship with the other Member Support Coordinators in the region
- Relationship with the Regional Team
- Relationship with the Regional Junior Branch Team

Key Competencies

Attitude:

- Friendship: finds common bond and is kind to others; displays positive communication, empathy and openness to new perspectives
- Cooperation: works together and support others towards the common goal; is supportive, goal orientated, respectful to other contributions and accountable
- Enthusiasm: brings energy and passion to everything we do; is motivated, have positive attitude, demonstrates self-care and creativity
- Engaged - shows up, participates, and learns with a positive attitude; is committed and approachable, proactive, available, prepared, and reliable.
- Inclusive – is open, accepts and respects others; creates safe and inclusive environment for all, actively seeks diversity and appreciates other perspectives

Skills:

- Strong leadership skills and ability to build relationships
- Ability to motivate, coach and mentor
- Ability to negotiate and influence to create a collaborative environment
- Ability to communicate with globally dispersed groups

- Ability to network with CISV International, the International Office, and stakeholders in the region and other regions
- Ability to challenge constructively and ask questions appropriately
- Good project and logistical resources management skills
- Ability to analyse and evaluate evidence
- Ability to think creatively
- Ability to follow risk management regulations, identify risks and suggest mitigations
- Ability to see the big picture and understand CISV in the global context

Knowledge of:

- Understanding of CISV's mission, vision and values
- Knowledge of CISV International policies and procedures
- Knowledge of CISV structure at the local, national, and international levels
- High awareness of Diversity, Equality, Inclusion and Belonging
- Understanding of health and Safety and Safeguarding regulations and approaches
- Understanding of CISV brand and social media approach
- Good understanding of CISV programmes admin and logistics

Experience of:

- Experience of establishing, running and growing a Chapter and/or NA (including financial management, volunteer recruitment, training, engagement and public relations)
- Experience of strategic development
- Community or organizational development
- Experience marketing and profile raising and community outreach

Training required

Relevant training (either via face-to-face, virtual, documents such as policies, procedures and guidelines, etc.) will be provided during the onboarding process and throughout the process of volunteering, to ensure that the role holder is confident and competent to perform in their role.

Other requirements

- Recruitment and safety checks
- Volunteer Agreement and Code of Conduct