

Servas Canada Board and Non-Board Officer Job Descriptions
20 July 2018

Servas Canada Board of Directors

1. Active participants in governance of Servas Canada operations.
2. Responsible for being knowledgeable of and following the Servas Canada Constitution, policies and procedures by
 - Initiating and responding to Board communication in a timely way
 - Attending and participating in the majority of Board meetings
 - Offering assistance with tasks as required, e.g., committee work
 - Carrying out tasks as described in their particular job description
 - Identifying if unable to carry out duties, attend Board meetings; seeking assistance; or resigning from a specific post or task in a timely fashion
 - If resigning from the Board, assisting with transitioning of a new Board Director
 - Reporting to the Board regularly about activities undertaken
 - Writing brief reports for Board consideration, as required or requested

National Secretary

Serves as the primary spokesperson for Servas Canada, with assistance of the Deputy National Secretary.

1. Responsible for the day-to-day operations of Servas Canada including
 - Communicating regularly with Servas Board members and non-Board officers to ensure tasks are carried out
 - Maintaining overall operations by assisting Servas Board of Directors and non-Board officers, as required
2. Responsible for communications within and outside Canada through
 - Acting as a liaison with Servas International Executive Committee (EXCO) and national groups
 - Maintaining ongoing communication with Servas International and other Servas organizations
 - Overseeing publication/distribution of communications to Servas Canada members
 - Overseeing Servas Canada website operations
3. Responsible to Servas Canada Board of Directors by
 - Advising the Board of proposed operational or policy changes such as monetary expenditures in excess of budget allocations
 - Seeking Board input through, if possible, consensus on operational or policy changes before implementation
 - Keeping the Board informed of Board absences or vacancies that may interfere with Servas Canada operations ensuring that as far as possible normal operations are maintained
 - Delegating specific duties to Board of Directors or non-Board officers, as required

- Informing Deputy National Secretary of overall operations so Deputy National Secretary is able to assume the duties of the National Secretary, as necessary
- Staying up-to-date on Servas International policies and advising the Board of Directors of changes that may affect Servas Canada operations

Deputy National Secretary

Serves as a secondary spokesperson for Servas Canada, to assist the National Secretary.

1. Responsible for assisting with the operations of Servas Canada including

- Communicating regularly with National Secretary to assist and advise as issues arise
- Staying apprised of developments and conversations within Servas International EXCO and national groups
- Maintaining overall operations by assisting Servas Board of Directors and non-Board officers, as required
- Remaining ready to assume the duties of the National Secretary in case of absence
- Participating as a member of the Recruitment & Nominations Committee and when required, selecting a Returning Officer from Servas Canada membership
- Providing an orientation of Servas Canada Board of Directors and non-Board officers, as required
- Serving as one of the signing officers for the bank account
- Monitoring bank account/transactions on a regular basis; reviews year-end bookkeeping

Treasurer

1. As *Chief Financial Officer*,

- Responsible for all financial affairs of Servas Canada, including preparation of annual budget and financial statements for Board meetings.
- Responsible for Servas Canada funds including
 - Maintaining bank account(s) by ensuring deposits are made in a timely manner and cheques are issued for all financial obligations of Servas Canada, subject to approved budget or special motions passed by the Board of Directors
 - Preparing and distributing financial statements for every Board meeting
 - Maintaining financial records according to accepted accounting practices requested by the Board
 - Creating an investment strategy for surplus funds to maximize revenues and meet the financial needs of the approved budget
 - Filing returns with governments when required
 - Ensuring that signing officers and authorities are up-to-date

2. As a key *Board Member* of the Servas Canada Board, works with the other Board members particularly the National Secretary and the National Coordinator identifying and assisting in resolution of financial matters of concern.

3. As *Stamp Manager*,

- Responsible for receiving Servas Canada fees from member travellers and issuing e-stamps
- By March 1 annually, pay Servas Canada stamp fees to Servas International by wire transfer

Peace Secretary

Serves as the intercultural and peace ambassador for Servas Canada.

- Promotes awareness of peaceful coexistence, democratic communication, mutual respect, and cultural tolerance issues to Servas Canada membership
- Develops, promotes and supports local activities (i.e., refugee picnics, multicultural dialogue, youth events etc.) to reinforce Servas mandate of peaceful engagement
- Provides information for Servas Canada website about events and activities involving peace
- Publicizes International Day of Peace (September 21)
- Promotes cross-cultural dialogue and peace initiatives through cooperation with Servas International and peace-based and social justice communities
- When necessary, as a member (and chair) of the Conflict Resolution & Appeals Committee, follows formal procedures in reconciling problems between Servas Canada members, Canadian hosts, and Servas travellers in Canada not successfully settled by the parties involved (first step), a regional coordinator or the National Coordinator (second step)

National Coordinator

Responsible for managing and coordinating hosting and travelling processes, in accordance with procedures and policies of Servas International and Servas Canada Board; recommending changes as needed.

1. Orienting, supporting, and managing interviewers and regional coordinators by

- Answering questions and providing support
- Communicating with interviewers if there are deficiencies in the interviewing process
- Doing ServasOnline registration steps for interviewers who request assistance
- Updating procedural instructions and guidelines, as needed
- Filling positions, as needed
 - Providing task orientation and making available current procedural instructions

2. Keeping current the Servas Canada volunteer list by adding or deleting details, as necessary

- Sending updated list to Treasurer, Servas Canada website “canada@servas.org” responders, National Secretary, Deputy National Secretary, and National ServasOnline Manager immediately after each revision
- Sending updated list to interviewers and regional coordinators every 3 months

3. Supports hosts and travellers when assistance is needed beyond what interviewers and regional coordinators can provide by
 - Helping hosts/travellers update ServasOnline profiles
 - If *minor* problems (e.g., cultural or language misunderstandings) with Canadian hosts or Servas travellers in Canada are not successfully settled by the parties involved, a regional coordinator or the National Coordinator (second step) works to resolve the issue
 - If reconciliation attempts fail, the National Coordinator refers matter to the Peace Secretary
4. Uploads current or revised regional coordinator/interviewer or host/traveller documentation to the Servas Canada website, as needed
5. Liaises with Servas Canada Board by
 - Providing an activity report for each Board meeting, or as requested
 - Recommending changes to administrative processes or procedures, as needed
6. Liaises with Servas International, as needed, by
 - Communicating problems or challenges with ServasOnline
 - Requesting changes to ServasOnline access rights for interviewers or regional coordinators

Regional Coordinators (one per region)

1. Ensures currency of ServasOnline Servas Canada member listings by
 - Initiating an annual membership renewal process by contacting members and asking members to login, review, and update their profiles
 - Monitoring, through ServasOnline administrative process, when members have logged in and entered a new expiry date required for renewal
 - Deactivating those members who request their name to be removed or who fail to update their profile (deadline December 31, with three-month extension to March 31)
2. Supports Servas Canada members by
 - Responding to inquiries from Servas Canada hosts or foreign travellers in Canada in a timely fashion
 - In exceptional circumstances, assisting foreign travellers in Canada to find a Servas Canada host
 - If *minor* problems (e.g., cultural or language misunderstandings) with Canadian hosts or Servas travellers in Canada are not successfully settled by the parties involved, a regional coordinator works to resolve the issue
 - If reconciliation attempts fail, the regional coordinator informs the National Coordinator
3. Assists National Coordinator with recruitment and orientation of new regional coordinators or interviewers in their area
4. Coordinates (or delegates responsibility) for creating an annual member event

Interviewers (several per region)

Interviewers are **critical** members of the Servas team who

1. Evaluate the suitability of prospective Servas Canada hosts and travellers (by)
 - Through an in-depth interview and reference check, and in accordance with the latest interviewer guidelines
 - Reviewing the rules, philosophy, and principles of Servas membership to prospective candidates
 - Approving hosts and travellers as Servas Canada members
 - Suggesting travel and hospitality alternatives to prospective hosts or travellers deemed unsuitable
2. Orient approved Servas Canada hosts and travellers by
 - Explaining Servas expectations and policies following information in the *Interviewer Guidelines* and host and traveller guidelines on the Servas Canada website
 - Answering inquiries of prospective Servas Canada members
 - Reminding hosts and travellers of the significant need around security of host information
 - Informing approved travellers about known travel advisories (i.e., travel.gc.ca/travelling/advisories)
 - Explaining and, if necessary, assisting with creating ServasOnline profiles or LOIs
 - Ensuring that Privacy & Confidentiality forms are signed and submitted
 - Collecting appropriate Servas Canada fees and forwarding to Treasurer regularly
 - Validating Letter of Introduction (LOI) by providing e-stamp
 - Admitting members into ServasOnline database (i.e., entering membership expiry date and LOI expiry date)

Servas Canada Communications

- Sends out French and English emails to Servas Canada membership through MailChimp, in a timely fashion
- When requested, prepares ServasOnline database reports for the Board

National ServasOnline Manager

This role is transitional in order to coordinate the move of membership data to ServasOnline.

- Coordinating transition of Servas Canada membership records from existing databases to ServasOnline
- Overseeing completion of profiles for Servas Canada members
- Coordinating training on using ServasOnline for Servas members and volunteers, including producing or adapting instructional resources as needed
- Trouble-shooting problems experienced by members and volunteers
- Completing host list template for Servas Canada; producing host lists as needed, until transition to ServasOnline worldwide is complete
- Obtaining ServasOnline access for local administrators (regional coordinators, interviewers, Treasurer, etc.) and communicating problems

- Liaising with other National ServasOnline administrators through ServasOnline user group

Making Connections (Other Programming) Coordinator

NB: Other Programming options include family- or community-based volunteer or experiential work opportunities, formal or informal language training, or cultural exchanges

- Maintains collaborative contact with Servas International *Making Connections* coordinator who distributes international programming information
- Facilitates dialogue on adult and youth programming options, beyond one or two-night stays, to Servas Canada members
- Coordinates Other Programming opportunities with interested Servas Canada members

Youth/SYLE Coordinator

Serves as main contact for Servas Canada youth and represents the views of youth in Servas Canada Board decisions

- Maintains collaborative contact with Servas International Youth Coordinator and national youth coordinators
- Creates and promotes youth activities and encourages youth involvement in Servas Canada
- Informs Servas Canada youth of international Servas youth events and vice versa
- Participates in Servas Canada Youth team events
- Coordinates Servas Youth Language Experience (SYLE) programme by:
 - Being responsible for organizing SYLE visits and promoting international SYLEs to Canadian youth
 - Arranging incoming and outgoing SYLEs

Translation Coordinator

- Distributes translation requests to volunteers in a timely fashion according to their stipulated requirements and availability
- Coordinates translation scheduling and workload
- Maintains and regularly updates list of translation volunteers and their areas of expertise

Translators & Proof-Readers

- Translates English documents into French and French documents into English in a timely fashion
- Proofreads translated French or English documents in a timely fashion and before distribution to Servas Canada membership

“canada@servas.org” Responders

Serves as the gatekeeper to Servas Canada operations by

- Responding to email enquiries by or redirecting to the appropriate person
- Answering basic inquiries about Servas
- By referring potential members to the Servas Canada website for information or directly to the appropriate interviewer

Traveller Feedback Coordinator

1. Responsible for requesting and receiving Servas Canada traveller feedback by
 - Liaising with interviewers and reviewing ServasOnline details to identify when Servas Canada travellers will be returning from their journeys
 - Contacting returning travellers to
 - Encourage them to share their travel experiences (i.e., narratives, photographs, and videos) on the Servas Canada website through *Traveller's Tales* and *Members' Voices*, and through Servas Canada Facebook pages
 - Offering them thanks for their feedback and contributions
 - Forwarding travel experiences (i.e., narratives, photographs, and videos) to the Website Communications Facilitator in a timely fashion for dissemination
2. Encourage returning Servas Canada travellers to stay connected with Servas Canada by sharing their experiences with others, promoting Servas travel and ideals with friends, and consider helping with Servas administrative tasks
3. If offered, accepts and forwards Servas member complaints or concerns about travel or host issues to the National Coordinator

Volunteer Coordinator

- As a member of the Recruitment & Nominations Committee, and working in cooperation with this committee shall, as the need arises, find volunteers to perform tasks not done by key persons
- Together with the Recruitment & Nominations Committee, recommends volunteers for Servas Canada Board of Directors, non-Board officer positions, and for committees from Servas Canada membership
- When requested by the Servas Canada Board, sends out appreciation and thank you letters

Servas Canada Website Administrator

- Manages all technical aspects of the Servas Canada website including design, major editing, and social media (i.e., Facebook, Twitter, Instagram)
- Advises on and makes arrangements for website hosting
- Makes minor changes to existing website structure
- Provides minor editing and uploads of documents

Website Communications Facilitator

1. Receives travel experiences (i.e., narratives, photographs, and videos) from Traveller Feedback Coordinator

- Uploads travel experiences onto Servas Canada website under *Travellers' Tales* or *Members' Voices* in a timely fashion
2. Regularly solicits contributions for Servas Canada website from membership including host, traveller, volunteer, and youth news, Servas International news events and opportunities, and Servas Canada Board updates
- Edits and uploads contributions to the Servas Canada website in a timely fashion

Social Media Moderators (i.e., Facebook, Twitter, Instagram)

- Initiates and engages in social media conversations and online chats in English and French to promote Servas mandate and opportunities

International Host List Coordinator

- Provides foreign host lists at request of interviewers from Servas Canada travellers who are going abroad to countries not yet using ServasOnline
- If request comes from a traveller, the Servas Canada traveller must provide a copy of an up-to-date Letter of Introduction (LOI) in order to receive the current foreign host list
- Reminds Servas Canada travellers to maintain the security and privacy of their foreign host lists by ensuring that these lists cannot be accessed in any way (printed or digital form) by non-Servas members

Google Drive Manager

Manages Servas Canada Google Drive documents by

- Maintaining consistency in file formats and labels
- Regularly checking location accuracy of files in folders
- Removing duplicate files and folders; archiving older files and folders

Conflict Resolution & Appeals Committee (non-Board members required)

Comprises of a Servas Canada Peace Secretary and two non-Board, Servas Canada members in good standing

- Activates a formal complaint process if a problem between Canadian hosts or Servas travellers is not successfully settled by the parties involved (first step) and is not resolved by a regional coordinator or the National Coordinator (second step)
- Activates a formal investigative process if there is a conflict between two or more Servas Canada members
- Activates a formal appeals process if a Servas Canada member appeals a decision of membership removal

Recruitment & Nominations Committee (two non-Board members encouraged)

- Solicits and receives nominations for Servas Canada Board of Directors, non-Board officer positions, and for committees from Servas Canada membership
- Determines suitability of nominated candidates
- Conducts an informal interview for potential Board members
- Provides Servas Canada Board with nominee information and Committee recommendation
- Orients nominees to the responsibilities of their positions
- Follows the procedure for nominations of Servas Canada Board members, as given in the Constitution
- When a Servas Canada-wide election is required, creates a calendar to allow enough time for election procedures to occur

Outreach Committee (non-Board members encouraged)

- Promotes Servas ideals and Servas Canada to travellers
- Updates and distributes marketing materials (e.g., business cards, posters, brochures)
- Brings Servas ideals and mandate to various communities, e.g. youth, cultural
- Creates a marketing plan and implements activities to increase awareness amongst Canadians about Servas
- Creates or works with others to create new Servas Canada promotional materials, as needed
- Distributes Servas Canada promotional materials and logos

Making Connections (Other Programming) Committee (non-Board members encouraged)

Drafted, edited and revised by Julie Cormack
(Feedback from Nancy Palardy, Alison Reid and Judy Bartel)