



## **National Association (NA)/ Chapter Model Role Profile: NA/Chapter Programme Coordinator**

This document is one of a series of model role profiles intended to assist NAs and Chapters in structuring the work of their Boards and key official positions. Each NA/Chapter operates somewhat differently and may assign responsibilities in different ways. These model role profiles give you suggestions and a checklist to help you make sure that certain basic areas are covered. They can also help you with recruitment and training of new officials. They can be found in section U of the Info File and can be seen in relation to the corresponding International Committees whose Terms of Reference are in section O.

### **General overview of the role**

The role of the Programme Coordinator will differ from NA to NA, and Chapter to Chapter, depending on the local needs and structure. Some smaller NAs with only one Chapter may have one National Programme Coordinator who will be responsible for all programmes that NA participates in and hosts. Some larger NAs may have one National Programme Coordinator who will oversee all programmes with the support of a team, either at national or local level. Other NAs will have several Programme Coordinators who will be responsible for one or more programmes. Your NA or Chapter will need to define the role and reporting lines based on your local situation but this model role profile will provide some suggestions on what to include.

This role involves a little bit of everything depending on your local situation. As the Programme Coordinator of an NA/Chapter, you will promote one or more CISV programmes. You will have in-depth knowledge of the programme(s) you are responsible for and be the main contact person in your NA or Chapter for that programme(s) whether it be hosting or participating. You will have knowledge about CISV's educational principles and programme content, as well as the structure and rules which apply to the programme(s) you are responsible for. You will work with other Programme Coordinators (if applicable) and your National or Chapter Board to plan and update future hosting and sending, which will then be passed on a regular basis to update the CISV International Global Programme Hosting Plan. You may also get involved with training, working together with the Training Coordinator.

### **Key Responsibilities and Tasks**

Up-to-date information on the key responsibilities, tasks and deadlines can be found in the Programme Guides. If a Programme Coordinator is responsible for a specific programme(s) you may want to add particular tasks specific to that programme to this role profile.

#### **Basic responsibilities of a NA/Chapter Programme Coordinator – as a broad summary:**

- be up-to-date with current policies, rules and procedures relating to programmes and ensure that they are adhered to
- to have in-depth knowledge of the goals, structure and rules of the programme(s) you are responsible for
- to be aware of and have good understanding of any changes to the programme(s) through networking in the region and the annual update of the Programme Guides
- ensure that programme deadlines are met for hosting and sending, programme fees, and penalty fees

- ensure that appropriate recruitment and selection of programme leaders and staff takes place in line with CISV International guidelines
- ensure follow-up evaluation is conducted with participants, parents, leader and staff after hosting and participating in a programme
- it is recommended that the National Programme Coordinator be a member of the National Board
- in an NA where there is more than one Programme Coordinator, they should liaise with each other on a regular basis, providing support and join resources where appropriate
- in a multi-Chapter NA, the National Programme Coordinator will coordinate and oversee the Chapter Programme Coordinators

### **Throughout the CISV Year (key responsibilities)**

#### **Hosting:**

- to coordinate the team to organise all aspects of hosting a programme including logistics, staff, leaders, local volunteers, finances and training
- to work with the Risk Manager in planning the programmes, assessing sites and activities and ensuring that CISV International rules are followed (e.g. completion of forms, dealing with and reporting any incidents)
- contact the IO should you need assistance with recruiting international staff
- to work with the Training Coordinator to ensure adequate training and support is given to all leaders, staff, local volunteers and parents before hosting a programme
- provide training and/or orientation for host families so they have good knowledge of CISV and our mission (if applicable)
- work with host staff to produce all relevant documents before, during and after the programme and ensure they are submitted to deadlines
- liaise with co-host or host buddy on programme requirements and logistics (if applicable)
- provide support to the staff team when needed before, during and after the programme and be available in case of an incident or crisis and support the staff with solving problems, and completing an Incident Report Form (IRF), if needed

#### **Sending:**

- be involved in the requesting of invitations and ensure that invitations are assigned, filled or returned
- ensure appropriate selection of programme participants take place in line with programme rules on age and gender
- understand your Chapter's/NA's sending demands and liaise with the National Secretary to obtain any additional invitations which may become available via the IO Update or by adding a request to the programme invitations waitlist managed by the International Office (IO)
- to work with the Training Coordinator to ensure adequate training, orientation and support is given to all participants, parents and leaders prior to participating in a programme

#### **Planning and growth:**

- to understand the impact that different programmes have on the growth and development of the local CISV organization
- input to the NA Board to develop long-term hosting and sending plans for the programme(s) which supports the needs of the NA, the regional and Global Programme Hosting Plan
- keep abreast of the annual Programme Variable Recommendations information provided by the IO to understand the programme needs across the whole organisation (e.g. programme dates, length of programmes etc.)

- to promote the programme(s) in local Chapter(s) and support growth in hosting and sending in line with national plan
- liaise with the IO and the Chapter Development Regional Coordinators should there be any changes to the hosting plan

#### Programme invitations:

- define the invitation needs for your Chapter/NA and ensure they are requested through the Host and Participant Data Sheets
- ensure that invitations are assigned effectively, monitoring how the delegations are filled and cancel invitations if needed
- keep up-to-date on the sending opportunities and act on them as needed

#### Administration:

- liaise with the Treasurer to ensure that all programme fees and penalties are understood and paid and any host fees are recovered
- coordinate with the relevant parties in your NA to ensure that all programme forms and reports and any other official documentation are submitted to the IO and/or other NAs on time
- keep the IO updated with preparations for hosting and sending and respond to questions in a timely manner
- liaise with other Programme Coordinators, and the National Secretary if appropriate, to update the CISV International Global Programme Hosting Plan as needed
- work with the NA Representative to understand regional hosting targets and support the region to reach these goals, updating them of any changes to host offers as they occur
- liaise with the relevant Educational Programmes Regional Delivery Team as needed:
  - [Regional Delivery Team for Educational Programmes \(Americas\)](#)
  - [Regional Delivery Team for Educational Programmes \(Asia-Pacific\)](#)
  - [Regional Delivery Team for Educational Programmes \(Europe, Middle-East and Africa\)](#)

### Main Policies and Resources

Main policies, procedures and resources are outlined in the relevant Programme Guide but here is an overview and some additional resources:

- [Info File C-03: Programme Basic Rules](#)
- [Info File C-10: CISV International Fee Structure](#)
- [Info File C-11: Programme Cancellation and Penalty Fees](#)
- [Info File R-05: Guidelines on Discrimination Selection and Behaviour](#)
- [Info File R-07: Behaviour Policy](#)
- [R-15 Procedure for Sending Someone Home](#)
- [Global Programme Hosting Plan](#)
- [Risk Management Checklist Report – All Camp Programmes](#)
- [Risk Management Checklist Report – Interchange](#)

### Monitoring, Evaluation & Risk Management

You know you have succeeded as a Programme Coordinator, when

- your Chapter or NA has delivered high quality programme(s) with very few issues
- participants from your Chapter or NA have returned from a programme inspired and enthusiastic, and wanting to stay involved in CISV

- programme invitations are managed effectively, either places are filled with appropriate participants or invitations are returned to the IO by the deadline so no cancellation fees apply
- you have submitted all information, forms and reports on time and with the appropriate quality
- you plan and coordinate the Global Programme Hosting Plan input with the Chapter Board/National Board.

## Working Relationships

The Programme Coordinator requires a good relationship with volunteers and participants. However, they also require a good relationship with the NA/Chapter Board to plan and coordinator for both hosting and sending.

### Work Relationships

- work with the **President and Board Members** to plan, execute and implement the hosting and sending of participants
- work with the **National Secretary** to ensure effective communication to all parties. You will also work with the Secretary to submit official documents and reports to CISV International as well as respond to programme invitations and request additional invitations. It will be important to agree between the National Secretary and the Programme Coordinator who will be responsibility for dealing with each type of programme related communication from CISV International and other NAs. The Programme Administrators at the IO will always contact the National Secretary
- the **National Representative** is the official link to CISV in other countries and NA Representative provides you the latest news and updates from your local region. You will need to provide the National Representative with up-to-date information on the programme(s) you are responsible for and any potential issues or capacity to host more, particularly in the time leading up to the Regional Meetings. The National Representative will consult with the Programme Coordinator(s) about the hosting plan and report back on any information received whilst at the Regional Meeting
- other **Programme Coordinators** either at National or Chapter level depending on the size of your Association. This is important to share resources and combine where appropriate (training for example). You will also liaise with Programme Coordinators in other NAs.
- work with **Programme Staff** to prepare for hosting of programmes
- work with the **Training Coordinator** to ensure timely and appropriate preparations are made for both delegates, leaders and staff
- work with **parents and participants** to prepare for programmes, providing all the relevant information about CISV and the specific programme, and facilitate communication with other delegates and families
- work with **local families** to prepare for hosting programmes whether they are host families, kitchen staff or providing other types of support to the hosting Chapter. It is important to understand what support they can provide, as well as what they would like to get of their volunteering time
- your organization's **Treasurer** is your partner in the financial area. You should collaborate with them in regards to the financial obligations to CISV International, as well as costs relating to both hosting and sending participants
- work with the **Fundraising Coordinator** to provide information on programmes being hosted and participants being send and outline any fundraising support you may require from them

- liaise with **Like-Minded Organisations** to prepare for the programme and organise any activities or events if applicable
- **Programme Administrators** at the IO for the programmes you are responsible for. Building a relationship with them can be helpful.

### **Networking**

CISV has an abundance of volunteers with programme experience and these should be utilised. These may be in your Chapter or in your NA, or they might be in the region. You can liaise with other Programme Coordinators in nearby NAs, or contact the Educational Programmes Regional Delivery Team for support.

### **Reporting Hierarchy**

As the National Programme Coordinator you directly report to the National/Chapter President and/or Board. Depending on the size of your NA, you may well have several different Programme Coordinators for each programme. If this is the case, they will need to report to one person or the Board directly.

## **Key Competencies**

### **Attitudes**

- willing to promote CISV's vision and values and lead by example
- willing to work in coordination with other Programme Coordinators (if applicable)
- inclusive cooperative working style
- timely delivery towards administrative deadlines
- desire to achieve stability and growth in both hosting and participation

### **Skills**

- ability to communicate in English
- in-depth understanding of programme rules specific to each programme
- organizational and delegation skills
- effective communication skills
- motivate team to effectively promote CISV programmes
- tact, discretion and diplomacy
- flexibility
- ability to effectively work and perform under pressure

### **Knowledge**

- Knowledge of CISV programme goals, structure and rules
- Knowledge of CISV's educational principles and programme content
- Knowledge of CISV's administrative task and deadlines e.g. PDPEF, Host and Participant Data Sheets, Travel Form
- Awareness of the national and local laws and rules of your country that relate to CISV

## **Additional Comments**

### **Recommendations (to be good in that role)**

As a Programme Coordinator, it is important to have in-depth knowledge and experience of CISV programmes and our educational approach. Personal experience as a participant, leader or staff in the programme(s) for which you are responsible is advantageous. Best practice and rules regarding our international programmes can change on an annual basis so it is important that you are well networked and keep up-to-date with all these changes when necessary. You will need to be a good

communicator to work together with the staff team and keep the Programme Administrator(s) in the International Office, and participating NAs, updated with all the information they require. You need to be well-organised and have the ability to oversee all aspects of a programme.

**Hints on the difference for NAs or just for Chapters, or for Chapters in multi-Chapter NAs.**

Depending on the size of your local CISV organization, this role may be split between multiple persons with programme specific roles (e.g: Programme Coordinator for Village) or it may be just one person responsible for all programmes. If you are a multi-Chapter NA, you will have Programme Coordinators at Chapter level who will need to report to the National Programme Coordinator to ensure shared resources and joint up planning towards hosting and sending.

**Learning and Training options**

- **Highly recommended:** Programme Specific Training RTF or on request
- **Recommended:** Risk Management RTF
- **Beneficial:** Chapter Development RTF, Essentials of Peace Education RTF