



CISV USA

Building global friendship

ROLES & RESPONSIBILITIES
AT THE
CHAPTER LEVEL

Revision Date 5/2023

Chapter Roles and Responsibilities

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Chapter Roles and Responsibilities

Introduction

This document is to be used as a guidebook for Chapter structure, not as a mandate.

Your board structure is defined in your By-Laws, which are voted on by your membership.

Three roles are required by CISV USA and they may not have any other role in the Chapter:

- Chapter President
- Chapter Treasurer
- Chapter Risk Manager (required by CISV International)

Every role listed here will not be appropriate or necessary for every Chapter.

Chapters may choose to combine roles; for instance, a single individual may handle both Seminar Camp and Youth Meeting duties.

Chapters are free to structure their leadership in the ways that work best for their own membership and circumstances, with the guidance and support of the Chapter Development Committee.

These position descriptions are meant to give an overview of the responsibilities of each role within a Chapter's leadership, but they are not exhaustive. Additional responsibilities may arise within any of these roles, depending upon the Chapter and the Chapter's or CISV USA's specific circumstances.

Chapter Roles and Responsibilities

Officers: Chapter Board

The Chapter Board conducts the business and goals of the chapter and is comprised of a core group of members committed to doing so. An effective board can have as few as 5 members or as many as 12 members. Generally, the size and make-up of your board is defined in your by-laws.

All Board Members must:

1. Sign a [Non-Disclosure Agreement \(NDA\)](#) and practice confidentiality regarding sensitive issues.
2. Complete and sign a [Conflict-of-Interest Disclosure](#) form.
3. Complete online International Safeguarding training learn.cisv.org.
4. Keep receipts and turn in to the treasurer for reimbursement for necessary expenditures. CISV is non-profit, so always use our sales tax number when purchases are made. No taxes will be reimbursed.

Board Member-at-Large

Board Members, especially new board members, may simply be a Board Member-at-large. This Board Member may also take on a role outside of the Chapter Board, such as in Fundraising or Communications.

1. Attend all Chapter board meetings.
2. Attend spring and fall general meetings, and assist as needed.
3. Become familiar with all aspects of CISV and be an ambassador for CISV. Get to know as many CISV families as possible. Actively recruit new families to join CISV.
4. Encourage and solicit financial support for programs hosted by your Chapter.
5. Recruit prospective board members.
6. Maintain an appropriate level of communication with the membership via phone calls, emails, newsletter contributions, etc.
7. Support CISV activities, board projects and events by attending, helping organize, etc.
8. When appropriate, send thank you notes, notes of recognition, and sympathy cards.

Parliamentarian/Past President

1. The Parliamentarian is a past president (usually the immediate past president).

Chapter Roles and Responsibilities

2. Attend as many Chapter board meetings and Chapter events as possible. Assist the president with parliamentary procedures. Offer guidance as requested.
3. Review current bylaws to see if updating is needed. Work on this throughout the year.
4. Recruit prospective board members.
5. Convene a nominating committee and act as chair of the committee. Present a slate of officers for election per Chapter bylaws.

President (required)

The President role is required. The role is one of coordination, organization, delegation and oversight. The President may not have any other role.

1. Preside over all meetings of the board and executive committee. Set the agenda for each board and executive committee meeting and send out notices of the meetings in advance, with a copy of the agenda.
2. Ensure that the board and committees run efficiently and effectively, and that they have the resources to do so. The president also has the authority to delegate duties and responsibilities to other board members and committee chairpersons.
3. Appoint the committee chairs and other committee members, subject to approval of the board.
4. Attend the Annual Meeting & Conference/CISV In Motion as the local Chapter's official representative. Vote on the Board of Directors slate of officers. Represent Chapter interests to the Board of Directors.
5. Monitor the Chapter's invitations. Ensure that invitations that cannot be filled are returned before deadlines. Monitor the Chapter's requests to the National Office for additional invitations.
6. Attend your region's Chapter Development Regional Workshop and encourage other board members to attend.
7. Preside over spring and fall general meetings and set the agenda for the meetings.
8. Prepare a calendar for the year, including dates for board meetings, general meetings, fundraisers, Chapter events, and programs hosted by the Chapter.
9. Assist the treasurer and the finance committee in the preparation of the annual Chapter budget. Make recommendations regarding program fees. Ensure the treasurer submits the audit to the National Treasurer.
10. Ensure that all quarterly chapter reports, chapter assessments and Staff *Notice of Selection* forms are submitted on time to the National Office.

Chapter Roles and Responsibilities

11. Work with the Communications Committee to ensure you have a Communications Plan.
12. Become familiar with all aspects of CISV and be an ambassador for CISV. Get to know as many CISV families as possible. Actively recruit new families to join CISV.
13. Encourage and solicit financial support for programs hosted by the Chapter.

President-Elect

1. Attend all Chapter board meetings and assist the president as needed. Preside over meetings of the board and executive committee when the president is absent.
2. Exercise the powers and duties of the president in his/her absence or disability.
3. Take every opportunity to learn about the president's responsibilities in preparation for taking over the presidency upon completion of the president-elect term.
4. Attend your region's Chapter Development Regional Workshop.
5. Attend spring and fall general meetings and assist as needed.
6. Become familiar with all aspects of CISV and be an ambassador for CISV. Get to know as many CISV families as possible. Actively recruit new families to join CISV.
7. Encourage and solicit financial support for programs hosted by the Chapter.
8. Maintain an appropriate level of communication with the membership via phone calls, emails, newsletter contributions, etc.
9. Recruit and mentor prospective board members.
10. Support board projects and events by attending, helping organize, etc.
11. When appropriate, send thank you notes, notes of recognition, and sympathy cards.

Secretary

1. This role could be combined with the [Membership Coordinator](#).
2. Attend all Chapter board meetings. Take attendance. Keep a full and complete record of all business and produce minutes following the meeting. Provide a sign-up sheet to determine meeting locations, and who is responsible for food and drinks at each meeting. Remind people of their commitment each month. Email or phone Board members each month to remind them of the board meeting, location and other information as requested by the president.
3. E-mail minutes to board members prior to the next meeting. After minutes are approved by the board and signed by the president, give a signed copy to the treasurer. File one copy in your Chapter's minutes notebook.

Chapter Roles and Responsibilities

4. Recruit prospective board members.
5. Keep a record of board and member volunteer hours for the year.
6. As requested, send condolences, sympathy cards, congratulations, etc. Notify the president.

Treasurer (required) and Assistant Treasurer

The Treasurer may only have one role.

1. Attend all Chapter board meetings. Present the Chapter's financial report each month. The financial report shall consist of inflows/outflows, as well as balances of accounts. Make recommendations on investments of Chapter monies. Present details to the board for approval.
2. Assist board members with understanding fees to be collected for each program. Prepare charts to explain.
3. Make all deposits and expenditures as directed, according to the annual budget and Chapter guidelines. Ensuring that all details are recorded in Quickbooks.
4. Prepare Reimbursement/Payment Request form and distribute to the board. Provide board and other members with Sales Tax Exemption Certificates.
5. Serve on the budget and finance committee, preparing reports necessary to set budgets. Present the annual budget to the board for approval in January.
6. Present all materials needed for CISV USA's annual audit. Prepare required materials for submission on a quarterly basis.
7. Assist with all financial activities of the Chapter – fundraisers, store, garage sales, etc. Provide financial expertise and advice. Make deposits, write checks, and arrange budgets for these activities, or delegate someone else to do so. Again, ensuring that everything is documented in Quickbooks.
8. Prepare and send acknowledgements of contributions for all Chapter activities, or delegate someone else to do so. Provide appropriate wording for these letters.
9. Attend spring and fall general meetings and assist as needed. Support board projects and events by attending, helping to organize, etc.
10. CISV is a non-profit organization, so do not pay/reimburse state sales tax. You may have to apply for your state's tax-exempt status and share that certificate with your Board.
11. When appropriate, send thank-you notes.

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Risk Manager (required)

The chapter Risk Manager has a critical role and requires specialized training. These are the duties of your chapter Risk Manager. A Risk Manager may not have any other role.

1. Attend all National/International trainings for Risk Managers.
2. The Risk Manager administers background checks after obtaining the completed and signed *Background Check Questionnaire & Authorization Form* from leaders/staff/homestay families/etc. or the Risk Manager guides leaders/staff/homestay families/etc. through the background check process and collects the results. (NOTE: Edit according to your state and Chapter policies by choosing the correct one of the preceding.)
3. Distribute the *Background Check Questionnaire & Authorization Form* early enough to enable you to obtain background checks by May 1st.
4. Perform any additional background checks as required and communicate results with the president.
5. Maintain an up-to-date list of drivers. Require each driver to submit proof that he/she has \$100,000 in personal liability coverage annually. Conduct MVR checks on drivers annually. Submit the *Proof of Insurance & MVR Check Log* to the National Office on June 1 and December 1 of each year.
6. Work with chapter insurance chair to make sure all Certificates of Insurance are obtained for any location that your Chapter uses for any event, as required.
7. When appropriate, send thank-you notes.
8. Maintain an electronic file of notes, suggestions, ideas for improvements, forms, etc. to pass on to the individual succeeding you as Risk Manager.

Chapter Roles and Responsibilities

General Chapter Roles: Committees, Chairs and Coordinators

These general chapter roles are not Board roles but may be performed by Board Members. These roles are essential to keep the chapter hosting programs, sending youth to programs, working with the community, supporting the Junior Branch and holding chapter events.

Volunteer Coordinator

The Volunteer Coordinator's main role is to recruit volunteers for the chapter's events, fundraisers, chapter roles, and hosting commitments. As such, the coordinator should:

1. Attend all Chapter board and general meetings.
2. Identify volunteers who have a particular interest in and/or skills for different tasks. Such information should be part of the Chapter database. When there is a vacant/unfinished job or task, use your access to the Chapter database to find someone to take it on.
3. Keep in touch with board members each month to find out about volunteer needs and opportunities.
4. Work with program planners to determine volunteer opportunities while hosting and assist in finding volunteers for jobs.
5. Put together awards that recognize volunteers as appropriate.
6. Keep track of volunteer hours. Remind all volunteers on a quarterly basis to record their volunteer hours.

Insurance Chair

1. Thoroughly familiarize yourself with the *Insurance Guide*, found on CISV Central under *Documents*. The *Guide* is updated regularly and provides a detailed description and/or set of instructions for every responsibility of the Chapter insurance chair.
2. Provide *CISV Travel Insurance: How to Start or Make a Claim*, the *CISV Travel Insurance Starting a Claim* flowchart, and the *Notice of Travel Insurance for All Participants* to every program.
3. Inform all participants of the CISV International *Programme Basic Rules* and the CISV USA *Travel Policy*, which prohibit travel other than directly to and from the program for Village, Step Up, Interchange, and YM delegations.
4. Guide and assist your Chapter's traveling participants, should they need to file claims under the CISV Universal Travel Insurance policy.
5. Guide and assist the staff of programs your Chapter hosts, should incoming participants need to file claims under the CISV Universal Travel Insurance policy.

Chapter Roles and Responsibilities

6. When appropriate, send thank-you notes.
7. Pass on electronic file with notes, forms, suggestions, etc. to the person who succeeds you as insurance chair.

Local Leadership Trainer (LLT)

1. Train all delegation leaders; Junior Counselors; Seminar Camp and Fortnight participants and planners, directors and staff of programs hosted by the Chapter. Provide training to the Chapter board and Junior Branch advisors and officers. Ensure that trainees are also registered for National Leader Training and complete the online safeguard training as required.
2. Attend mandatory National training once every three years.
3. Revise Chapter training materials according to updates from the National Leadership Training (NLT) committee. Materials frequently in need of updates include forms required of leaders, the Chapter's Local Leadership Training (LLT) manual, and the Chapter's LLT curriculum.
4. Ensure that trainees have access to electronic copies of the appropriate *Program Guide*.
5. Maintain a Local Leadership Training electronic file and pass it on to your successor.
6. Train new local trainers as necessary to ensure that all required Local Leadership Training can take place prior to National Leadership Training.
7. Participate in the selection of leaders, delegates, and JCs.
8. For any leadership training issue, act as the Chapter's training liaison with the National Leadership Training committee. This applies to any concern or incident involving a leader, JC, staff member, director, or other trained participant that is reported to the National Leadership Training committee and copied to the program chair.
9. Monitor the performance of leaders, staff members, directors, and JCs through National and International evaluations. Report and discuss problems/successes with appropriate members of the local Chapter board. Create and implement remedial action plans as needed.
10. Maintain a supervisory relationship with leaders to ensure that they are taking good care of their delegations. Answer any questions they may have. Maintain particularly close contact with any leader(s) who seem to need redirecting or careful monitoring.
11. Ensure that debriefing is done with the leaders and participants within 30 days of their return from their programs.
12. Attend, in person, National Leadership Training curriculum development weekend and attend a National Leadership Training session when possible.

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13. Sign a Non-Disclosure Agreement (NDA). Practice confidentiality regarding sensitive issues.

MyCISV Coordinator

1. myCISV Chapter Coordinator will be responsible for ensuring each participant, leader, staff, planners (on myCISV, planners are considered staff) and director is assigned to the program invitation on myCISV.
2. You must first register on myCISV
3. Notify the National Office so you can be added to myCISV in that role to gain permissions.
4. Access this guide for instructions: [Chapter Coordinator Guide](#)

NOTE:

- If you have a staff, director member or participant that is not a member of your chapter you will need to contact the [National Office](#) to get that staff assigned to the program.
- myCISV Coordinators should be familiar with this entire document and its resources to help support your chapter members with questions about myCISV.

Here is a video that guides you through the myCISV: [myCISV Guided Video Tour](#)

Fundraising Committee

The Fundraising Committee creates fundraising plans and assists in implementing fundraisers, applying for grants, and initiating donation drives to meet the financial goals of the chapter to host programs and run the chapter.

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Fundraising Chair

1. Discuss with the president various ideas and formats for fundraisers (see number three below). For each fundraiser, choose a theme, style, date, and location as well as consider how much the event will contribute to the Chapter goal. Make a Fundraising Plan that considers the money that needs to be raised to host programs and run the Chapter as well as helps plan for future years to come.
2. For each event, set a budget and recruit committees for various areas of responsibility. Consult past fundraising notes about themes and styles and successful and not-so-successful ideas and events. Involve as many Chapter members as possible. Delegate! Delegate! Delegate! Meet with committee heads on a regular basis for planning events.
3. The National Office is starting a shared fundraising folder-please reach out if you need access as well as please contribute ideas and outlines for successful fundraisers.
4. Ask your insurance chair to obtain a Certificate of Insurance, if needed, for any location used for a fundraiser.
5. Submit articles to newsletters announcing fundraisers, encouraging attendance, thanking donors, etc. (let the National Office know so we can help spread the word)
6. Involve your treasurer in handling deposits and disbursements. Keep receipts and turn them to the treasurer for reimbursement. CISV is a non-profit organization, so always use our sales tax number when purchases are made. No taxes will be reimbursed.
7. Send thank you notes to donors and others who have helped stage fundraisers. Consult with your treasurer about the proper wording for large underwriting gifts, if you are in need of further assistance, the National Office Donor Relationship Manager is happy to help: donorrelationshipmanager@cisvusa.org
8. Maintain an electronic file that includes invitations, brochures, forms, photos of set-up, what worked and didn't, financial records, etc. to pass on to the person who succeeds you as fundraising chair.

Corporate Fundraising/Grant Writing Chair

1. Look for opportunities for your Chapter to apply for grants and additional contributions. Consult with the National Donor Relationship Manager at CISV USA prior to any submissions to be certain no other Chapter has already established a priority submission. We want to present as professional as possible when building funding relationships as well as being sincere in our communications and tracking. Gather information and prepare applications. Consult with your president on any ideas to be pursued.

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2. Gather information and prepare applications. Consult with your president on any ideas to be pursued. Be open to all avenues of fundraising and make presentations to your board on any ideas or opportunities.
3. Consult with other chapters and non-profits regularly to share information and learn of ideas or grants they may be pursuing.
4. Work to raise CISV's profile in the grant writing/fundraising community.
5. When appropriate, send thank you notes.

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Communications Committee

This committee is responsible for creating and implementing a communication plan with internal and external communications for current and potential members.

Membership Coordinator

1. Work to maintain and increase Chapter membership with the help of a committee that focuses its efforts on supporting Chapter growth and development.
2. Promote membership by asking families and individuals to support CISV local activities and events and pay annual membership dues.
3. Conduct an annual membership renewal drive with families of all past program participants, board members, and others. Work with the Junior Branch to facilitate the membership drive.
4. Ensure members register and pay on the membership database. Update as needed for offline payments. Send checks for membership to the treasurer.
5. Provide board members with email addresses or distribution lists, as needed, for recruitment, distributing newsletters, communicating with the Junior Branch, membership, new members prospects, etc.
6. Create and run queries as needed for the various committee chairs and board members.
7. Attend Chapter events throughout the year to encourage others to become members or to stay active and renew their membership. Send out potential member emails throughout the year as requested. Update the membership database with new members, changes of address & phone numbers of current members, etc., throughout the year.
8. Attend spring and fall general meetings. Provide sign-in sheet for guests, name tags, membership forms, and brochures, along with information to acquaint the guest with CISV.
9. As requested by the president, send out messages by email to the board list or the total membership list.
10. Attend local board meetings as needed and to keep apprised of Chapter events and activities.

Public Relations & Newsletter

1. As a rule, at least two to three newsletters are published: fall/winter, spring and/or summer, ideally it would be monthly.
2. Set deadlines, publication schedule, and schedule of articles to be included. Publish this document and have it included with board notebooks at the beginning of the year.

Chapter Roles and Responsibilities

3. Attend board meetings and collect articles as scheduled for each issue. Contact Board members to remind them of their responsibilities concerning articles and photos. Contact the president for additional articles. Circulate a pad of paper at board meetings to collect “people news” from board members.
4. Create, edit, and publish the newsletter. It is a good idea to have it proofread by the president or other knowledgeable Chapter member before publishing.
5. Publish the newsletter electronically.
6. Maintain an electronic file of notes, suggestions, improvements, etc. to pass on to the individual who succeeds you as newsletter chair.
7. Following the Annual Meeting & Conference/CISV In Motion in October, check with the president to see what new public relations materials have been distributed (print, video, etc.). Include any new pieces in press packets that you prepare for distribution to media.
8. Keep a contact list of local publications and TV and radio stations.
9. Attend board meetings to be aware of events that are happening in your Chapter. Create a schedule of events to send to the press and give a copy to the President.
10. Send press releases to local publications with announcements of local events such as Mosaic, fundraising, and programs hosted by your Chapter. In particular, publicize those events with good photo opportunities, such as Village Open Days or Mosaic events. Refer all questions from the media to yourself or another designated spokesperson. Remind participants of this, so they are not faced with uncomfortable media questioning.
11. Assist the president in presenting information about CISV to local community groups as needed.
12. Be aware of articles published about CISV by local community groups.
13. Keep receipts and turn them in to the treasurer for reimbursement. CISV is a non-profit organization, so always use our sales tax number when purchases are made. No taxes will be reimbursed.
14. When appropriate, send thank-you notes.

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Website Administrator

1. Maintain the Chapter website such that information and links are up-to-date.
2. Add News items and Events at the direction of the Chapter Board. Publish announcements of upcoming events and activities.
3. Post annual program invitations, application information and fees.
4. Post Volunteer Opportunities such as for Leaders, Staff, Board Members and Committee Chairs.
5. Post photographs of the year's delegations and photographs from programs hosted by the Chapter. Ensure you are using photos where the subject or subject's parents have signed a photo release. Ensure that stock photos are attributed properly or don't use them.
6. Keep in touch with the National Office and the Electronic Communications Chair on requirements, guidelines, advice, and required updates.

Chapter Store Manager (a.k.a Director of Swag)

1. Maintain and store your Chapter's CISV item inventory. Maintain a system to track inventory and prices.
2. Set up the Chapter store at fall and spring meetings. Display prices clearly. Sell merchandise. Turn money over to the treasurer for deposit.
3. Prepare and send a traveling suitcase of Chapter items to the National Annual Meeting & Conference/CISV In Motion held each October. Include a price sheet and price tags.
4. Following the Annual Meeting & Conference/CISV In Motion, check with the president to see what items other Chapters are selling. Decide what items the Chapter might want to add, if any. Research costs and design and present information to the board.
5. Purchase new items as needed. Keep in mind that small trading items are generally in demand at the spring meeting.
6. Attend board meetings so as to be aware of Chapter events. Consider having store items available at events and publish in the newsletter the fact that the store will be set up at the events. Offer ways for people to purchase items outside of events and advertise these ways in the newsletter. This is especially helpful in the early summer, just before participants depart.
7. When your Chapter hosts a program, arrange for items to be available for sale at the program's store.

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8. Keep receipts and turn them in to the treasurer for reimbursement. CISV is a non-profit organization, so always use our sales tax number when purchases are made. No taxes will be reimbursed.
9. When appropriate, send thank-you notes.
10. Maintain an electronic file with notes, copies of flyers and other materials, and suggestions or ideas for improvements to pass on to the individual who succeeds you as chair.

Programs – Sending: Committees and Chairs

Programs Coordinator

1. Programs coordinator will support and assist the program committee and chairs with their hosting and sending responsibilities.
2. Check in monthly to ensure all responsibilities outlined in the committee and chair roles are being accomplished and support where needed.

Recruiting Chair

1. Prepare recruiting packets with information on all programs, including appropriate contact information (name, if desired, email address, phone number, QR code for a website link to the invitations). Make sure to include any updated materials (print, video, etc.) that may have been distributed.
2. Prepare application packets, with electronic links to the applications and other materials as needed.
3. Distribute recruiting packets at school recruiting meetings and other recruiting opportunities. E-mail packets to all correct age candidates listed in the Chapter database, and others as identified.
4. Coordinate recruiting meetings at targeted schools. Identify families that are associated with the targeted schools and work with them in scheduling meetings. Schedule meetings by November 1. Prepare a list to present at your Chapter's October board meeting of the targeted schools. Ask board members and others to identify additional target schools.
5. Contact all immediate past delegates' parents and ask them to schedule a recruiting meeting in their schools prior to the December holiday break. Ask that they provide these dates to you by mid-November. Advise them that they will not have to run the meeting. The Chapter will provide a flyer to announce meetings and board members or others familiar with CISV to run the meeting. The parents' role will be to schedule the meeting, encourage attendance, and bring along their child to answer questions, show pictures and trading items, etc.

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6. Prepare a master calendar of the recruiting meetings to present to the Chapter board at the November meeting. Assign a board member or past member to attend each meeting.
7. Set up general recruiting information meetings at libraries, churches, or other facilities and publicize them to prospective applicants. Make sure that there are program chairs, past delegates, and knowledgeable families in attendance to speak about their experiences.
8. Organize recruiting sheets for leaders in the Village, Step Up, Fortnight and Interchange recruiting packets. The leader recruiting sheets should include selection dates and times, since leaders should be encouraged to participate in selection.
9. Distribute recruiting information to all members via e-mail and the Chapter website.
10. Prepare a brief outline for the recruiting information meetings (welcome, CISV background and history, etc.), and a list of the materials needed at each meeting. Provide materials to the families and the board member attending each recruiting meeting. Instruct the board member to provide a sign-in sheet at each recruiting meeting to get the names and addresses of attendees. Prepare a brief report at the completion of the recruiting meetings to outline changes or suggestions for the next chair.
11. Organize copies of flyers, letters, and other information in an electronic file to pass on to future chairs.
12. Attend all local Chapter and board meetings.

Programs Committee (Village Chair, Youth Meeting, Step Up & Seminar)

1. Work with the Recruiting Chair on creation of flyers, applications and information packets and materials. Offer support needed for recruitment events.
2. Attend all local Chapter and board meetings.
3. Invite candidates to recruiting information meetings as scheduled by the Chapter. Attend these meetings to talk about the programs and distribute applications.
4. Receive applications and references. Make sure applications are complete. (For Seminar Camp ONLY; Make sure the applications are submitted with all the supporting materials to the National Office prior to Jan 1st)
5. Assist the mini-camp selection chair with his/her plans for the Chapter selection event. The event could include an overnight, a selection day, and/or individual interviews. Invite all JC applicants and program leader and delegate applicants to attend. Help with arrangements for food and adequate adult supervision at the event.
6. After the selection event(s), participate in the selection meeting. JC and leader candidates should stay for a period of time and share their assessments of the Village applicants. After JC and leader candidates are dismissed, work with the selection committee to make selection decisions.

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7. Send acceptance/alternate/decline e-mails to all candidates. Include fees and dates of meetings that selected candidates must attend. Provide them with information about the program that they have been selected for, if available.
8. The president may receive notice throughout the year of additional invitations, so keep the applications of those on the alternate list. If additional invitations are received, work with the selection committee chair as necessary to set up a procedure for choosing delegates who have not participated in the play dates or mini-camp.
9. Collect information about and photos of selected candidates for a spring newsletter article.
10. Recruit Delegation Liaison/Mentors (see, [Delegation Liaison/Mentor](#)). Follow delegate/delegations in their preparations, including scrapbooks, gifts, National night costume, etc. Encourage delegate/delegations to come to the spring and fall general Chapter meetings; introduce delegations at these meetings.
11. On departure day, check with delegate/delegation parents to see if the delegate/delegation departed on schedule and how they are doing. Upon their return, debrief the delegate/delegation; they will have evaluated their experience while still at their program. Remind them to attend Chapter general meetings to share their experiences with others. Have them prepare articles and photos for the Chapter newsletter.
12. Keep receipts and turn in to the treasurer for reimbursement for necessary expenditures. CISV is a non-profit organization, so always use our sales tax number when purchases are made. No taxes will be reimbursed.
13. When appropriate, send thank you notes.

Selection Committee – Delegates & Leaders

1. The selection chair is responsible for the format of the selection process. Typically, the selection process consists of play days with (ideally) an overnight or weekend mini-camp component. The selection chair determines the format in conjunction with the board.
2. Set the dates, times and location for the play days or mini-camp. This information should be provided to the recruiting and program chairs so that it can be included in the recruiting materials and publicized. Work with the recruiting and program chairs to determine when applications are due and who will process them. Consider appointing a paperwork coordinator to receive applications and references and to follow up with any candidates whose applications are incomplete.
3. In conjunction with the president, recruit a selection committee, which ideally will be made up of the selection chair him/herself, a former adult leader, a former JC, a parent of

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a former delegate, an "outside" (non-CISV) person, and the program chairs. Provide all committee members with the appropriate selection guidelines and forms.

4. Appoint an interview coordinator to schedule interviews with all program applicants, parents of program applicants, and leader applicants. Provide the member of the selection committee with a list of selection interview questions.
5. Coordinate the play days and/or mini-camp. Hold a meeting with leader applicants prior to play days or mini-camp to tell them what to expect during play days or mini-camps and to talk about the traits and characteristics successful program delegates typically exhibit. Previous leaders and JCs should be recruited to act as staff during the initial part of the play days or mini-camp. This will help to set the CISV foundation for leaders and children/youth who are new to CISV. During the course of the play days or mini-camp, leader and Junior Counselor applicants can run the activities.
6. Chair the selection meeting and request input from the leader applicants about child and Junior Counselor applicants. The Junior Counselor applicants should be asked to provide input about the child applicants. The selection committee should fill out a selection form for each applicant. The selection committee makes final selections and gives its choices to the program chairs.
7. In conjunction with the program committee, contact all applicants to tell them whether they have been selected. It is recommended that this take place by telephone shortly after the play days or mini-camp. Keep a list of alternates in case additional invitations are received.
8. In conjunction with the program committee, send a welcome letter or e-mail to new delegates and leaders shortly after selection has taken place. This letter or e-mail should contain the following information:
 - Names of the leader and delegates
 - Dates and location for the program
 - Program fees and payment deadlines
 - Membership fees
 - Volunteer requirements
 - Scholarship information
 - Dates of Local and National Leadership Training if applicable
 - Dates of Chapter events
 - Directions to register on membership database & mycivv
9. Set up a procedure for filling additional invitations (if any should be received), including a process for selection of delegates who have not participated in play days or mini-camp.
10. Send the list of selected leaders and delegates to the president.

Chapter Roles and Responsibilities

11. Prepare a brief report at the completion of selection to outline changes or suggestions for the next chair. Prepare an electronic file of materials to turn over to the next selection chair.
12. Attend all local Chapter and board meetings.

Specifically for Leaders after selection:

1. Make sure leaders are registered on membership database and mycisv. If they were recommended, give the names and contact information of candidates who were not selected to other chapters to use as needed.
2. Work with your Chapter Risk Manager and/or insurance chair to ensure that background checks are completed, according to your state and Chapter policies. The Risk Manager may run the security checks after receiving permission forms from the applicants, or the Risk Manager may guide applicants through the process and collect the results.
3. Provide each leader and JC with a copy of the appropriate program guide to take to Local and National Leadership Training.
4. Check with program committee to be sure they are communicating regularly with leaders.
5. Pass on the leader applications and references to program chairs to be kept with the appropriate program's files, for use if a leader applies again in subsequent years.
6. Keep the applications and references of candidates who were selected as alternates and candidates who were not selected. Give them to your successor as leader selection chair.

Delegation Liaison/Mentor

1. The Selection Chair recruits delegation liaisons/mentors for each delegation/individual participant. Acting as a delegation liaison/mentor provides volunteers who have limited time an excellent opportunity to participate in CISV. Delegation liaisons/mentors share their own CISV experiences and assist others who are new to CISV. Delegation liaisons/mentors should have firsthand experience in the programs for which they are assisting. They offer support and assistance to delegates and their families in the preparation and travel phases.
2. Work with the program chairs to ensure that the delegation liaisons/mentors receive accurate and consistent information specific to the programs.
3. Develop talking points for the delegation liaisons/mentors to use when contacting the delegations or individual participants to whom they have been assigned:
 - a. Introduce yourself: name, role with CISV
 - b. Explain the liaison's/mentor's role: to share my personal experience with this CISV program (explain)
 - c. Purpose of my call:

Chapter Roles and Responsibilities

- To mentor you through the program.
 - To be a point of contact with CISV as you learn about the organization.
 - To help your delegation get organized.
 - To troubleshoot any communication issues.
- d. To periodically contact the leaders/families/individual participants to ensure that everything goes smoothly, and if things aren't going smoothly, to work with parents and/or the leader to resolve the issue.
4. Delegation liaisons/mentors can also be used to debrief returning participants. Work with the debriefing chair to train the delegation liaisons/mentors regarding the debriefing procedure and provide them with the appropriate debriefing forms.

Travel Coordinator

Each chapter should have a designated person in charge of booking travel; even if your chapter uses a travel agent. It is important to ensure that all of the t's are crossed and i's are dotted when sending children anywhere. This is also a point person to contact when things go wrong. For age 16+ individual delegates (Seminar, JC and Fortnight) and Interchange delegations, families can arrange the travel but must inform the travel coordinator of their plans.

5. Review latest programme guides for any changes in travel considerations or rules. (See below for the current ones from National and International).
6. Review all Pre-Camp 1's for each delegation for travel dates, airport, and any in-country travel requirements (train, bus, ferry, etc). You will need to get these from the Leaders from myCISV.
7. Research Visa requirements for the destination country.
8. Contact each delegate's family and leader to get a copy of the delegate's and leader's passport. This will give you the information you need to safely book. Do not book any travel without all of these.
9. Research best travel routes and costs (see Selecting Delegation Travel below)
10. Share findings with the chapter board and get approval to book.
11. After approval, book flights. Then, where possible or applicable, book in-country travel (trains, buses) or identify costs.
12. Send Delegate families and leaders the main travel itineraries (usually flights) and information regarding in-country travel.

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13. Before travel, communicate with the US embassy or consulate in the host country and advise them of the names of the participants and the location/contact details of the program. (<https://step.state.gov/>)

Selecting Delegation Travel

There are many factors to consider when selecting air travel. Child safety and less complicated plans should supersede the cheapest price.

- Whenever possible, book direct flights.
- If you must book a connection, ensure that the layover is no less than 2 hours for domestic and 3 hours for international flights.
- Book on major airlines. Avoid airlines, such as Spirit, that only have one flight a day or every two days to a destination. Examples of major airlines: AA, UA, BA, SAS, and Lufthansa.
- Ensure that the price includes one checked bag for each child plus a carry-on backpack and two checked bags for the leader plus a carry-on backpack.
- Cost and carbon footprint is a consideration after 1-4 are satisfied.
- Consider using a Travel Agent. They are not much more per ticket and they can be contacted to sort things out if things go wrong.
- Consider adding “Cancel for Any Reason” Travel Insurance. Cancel for Any Reason (refund 75% of trip expenditures) assuming \$5000 per person costs less than \$200 a delegate (delegate + ¼ of leader’s cost). Must be purchased at time of first payment (meaning program fee prior to booking flights). <https://www.squaremouth.com/> - using Go Ready Insurance. A sample quote for a Village program in Italy was \$660 for the whole delegation (4 delegates and the leader). This could be an optional but recommended cost for each delegate at the time of commitment.
- For domestic programs, train and car travel is a possibility. Drivers must have complete background checks in place and must comply with the rules in the CISV USA insurance manual. Drivers must meet the hosts at an agreed upon place that is not the camp.

Scholarship Chair

1. Prepare scholarship application forms and provide them to program chairs and the recruiting chair for inclusion in recruiting packets.

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2. Make sure the Chapter website includes information about what scholarships your chapter offers and how to apply.
3. Receive scholarship applications and review them with the scholarship committee. Make recommendations regarding scholarships. Communicate with applicants and families about scholarship amounts. The Scholarship Committee typically consists of the executive Chapter Board (President, Treasurer, and Secretary). This committee must treat all information as confidential and with sensitivity.
4. Periodically review your Chapter's scholarship guidelines and application.
5. Be aware of CISV USA scholarship opportunities and advise the Chapter of such opportunities. If there are matching scholarships offered by CISV USA, apply for funds by the deadline.
6. Attend Chapter events throughout the year to advertise scholarship opportunities and to encourage individuals to donate to the scholarship fund.
7. Attend board meetings as needed and to keep apprised of Chapter events and activities.

Local Interchange Chair (through 2024)

The Local Interchange Chair (LIC) is responsible for the following duties. If your Chapter has more than one Interchange per year, each of those Interchanges may have its own Delegation Coordinator who is responsible for its oversight.

1. Refer to the *LIC Survival Guide* for detailed requirements. The LIC is required to attend a National Leadership Training session for LICs every three years. If the LIC does not remain in the position for a three year period, the newly appointed LIC must attend a National Leadership Training session for LICs in his/her first year.
2. Receive matches from the National Interchange Chair.
3. Contact Local Interchange Chairs in countries with which your Chapter is matched, to discuss age, dates, who hosts first, etc. After reaching agreement on these issues, complete and sign the on-line Interchange contract.
4. During the year, if your partner Chapter cancels or if progress in signing contracts is not being made, contact the National Interchange Chair to talk about replacement matches. Check with the President throughout the year to see if your Chapter needs additional Interchanges to meet the demand for this program. If so, follow the process in points 2 & 3 above.
5. Ensure that a home visit of every Interchange family take place.
6. If Interchanges need additional delegates, spearhead efforts to find new Interchange candidates. Search for likely Interchange families throughout the year.

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7. Stay in touch with Interchange Delegation Coordinators throughout the year to ensure that their Interchanges are running smoothly. Assist them with the task of pairing delegates, if asked.
8. In spring, meet with the president to make Matchbox choices for the following year's Interchanges. The Matchbox form is due on May 25 to the National Interchange Chair and CISV USA Executive Director.
9. Ensure that Delegation Coordinators or other designated individuals conduct debriefings and evaluations of delegates, leaders and parents. Follow up on evaluations. Prepare a report for the NIC, National Interchange Chair(s) and give a copy to the president, along with copies of evaluations.
10. Participate in monthly conference calls with other LICs. These monthly calls are moderated by the NIC.
11. Keep receipts and turn in to the treasurer for reimbursement. CISV is a non-profit organization, so always use our sales tax number when purchases are made. No taxes will be reimbursed.
12. When appropriate, send thank-you notes.
13. Keep copies of flyers, letters, and other information from your year in an electronic file to pass on to future LICs.

Chapter Roles and Responsibilities

Programs – Hosting: Committees and Chairs

Hosting Programs, especially a Village, requires a significant number of volunteers. Chapters should expect to draw on their past and present membership for help. It's also an ideal time to engage new families in hosting delegates and helping at the camp. They will see first hand what CISV is all about!

Program Planner

1. Complete and send Part I and Part II of the program Charter Application, including a Letter of Intent from the site (if available) to the CISV USA National Office by April 1 and August 15 of the year preceding the program.
2. Prepare and submit a program budget to the Chapter board for approval.
3. Attend monthly planner call with the National program chair, providing updated information on the site, staff, plans, etc. **Date changes must be communicated to the National program chair and the National Office immediately.**
4. Negotiate a site contract in cooperation with the president and Risk Manager. Send the contract to the National Office by December 1st of the year preceding the program.
5. In conjunction with your Chapter insurance chair, apply for a Certificate of Insurance for the site.
6. Work with the [Recruiting Chair](#) on flyers, application packets, recruiting events for Staff. Work with the website administrator to create Volunteer Opportunities for Staff on the website. Select the option to display on the CISV USA site also.
7. Send the International Staff/Leader Application Form to all staff applicants, including the director, whether those applicants are local Chapter members or from other nations or CISV USA Chapters. Three International Reference Forms (RF-MIL) are required for every applicant. Completed forms should be sent directly to the planner.
8. After receiving and compiling all application forms and references, make recommendations to the Chapter board regarding selection. Notify all applicants of the board's decision.
9. If guest staff from another nation or CISV USA Chapter will be used, their National Association (in the case of International guest staff) or home Chapter (in the case of CISV USA guest staff) must give permission. Contact the National Office with all the staff information including home chapter/NA and they will initiate the process.
10. Develop a Memo of Agreement in consultation with the director, staff and Chapter president.
11. Submit the staff Google *Notice of Selection* forms by February 1st.

Chapter Roles and Responsibilities

12. Attend the National Leadership Training Workshop for CISV USA Program Planners in the fall of the year prior to hosting.
13. Ensure that the director and all staff members attend Local Leadership Training and National Leadership Training for CISV USA Program Directors and Staff.
14. Assist the director and staff in producing pre-camps. Send pre-camps to all invited National Associations by the deadlines set forth in the International *Program Guides*.
15. Serve as the Chapter contact person, particularly if the director is from outside the Chapter.
16. Work with the director in developing the program calendar.
17. Organize the necessary planning subcommittees and assign responsibilities. See [Hosting Committees](#).
18. Provide the director and staff with a list of the program planning committee members' names, contact information, and specific roles.
19. Provide the director and staff with a list of the members of the Chapter crisis management team and an emergency call chain.
20. Ensure that every member of the program staff has his/her own copy of the CISV USA *Crisis Protocol* (distributed at National Leadership Training).
21. Communicate regularly with each planning subcommittee and meet as necessary to ensure that assignments are completed on time.
22. Encourage any local staff members to attend program planning meetings.
23. Maintain the program procedure book for the Chapter's future use.
24. Collect all program files from the planning subcommittee chairs and the director and staff. Give these to the Chapter president along with the updated planner's *Procedure Book*.

Hosting Committees

The Hosting Committees required to host a program will depend on the type of program being hosted. The [Volunteer Coordinator](#) and the [Program Planner](#) will work together on signup sheets and communications to recruit volunteer needs.

Essential assignments include, but may not be limited to, the following:

- Chapter Crisis Management Team
- Site Preparation and Cleanup
- Homestays
- Hospitality (snacks during camp and pre-camp meals for staff)

Chapter Roles and Responsibilities

- Kitchen Staff
- Food Donations and Menus
- Medical/Dental/Psychological Services
- First Aid (over-the-counter medications, thermometers, etc.;
- lockable cabinet(s) for all participant and program clinic medications)
- Safety, Security, and Risk Management
- Excursions
- Transportation
- Publicity
- Runners (to take care of errands for the staff)
- Laundry
- Special Events (Open Day)
- Supplies & Equipment
- Communication (electronic/phones/fax/walkie talkies on site)
- Donations (cash and in-kind gifts)
- Thank You Notes/Recognition

Chapter Mosaic Chair

The Mosaic Chair promotes Mosaics in the Chapter. These Mosaics can be any type of project/program with the community from a weeklong day-camp, such as a Passport Village, a community garden, an on-going volunteer relationship with a shelter. The possibilities are endless as long as it's promoting the educational areas of CISV.

During a Mosaic Project

(When you are ready to start the planning phase of your project)

1. If a Chapter/project coordinator would like support from a Regional Mosaic Expert:
15th of any month. Contact mosaic-request@cisv.org. Include brief comments and ideas about the project. This will help us match you with a suitable Regional Team Mosaic Expert.
2. 1st of the following month. The Mosaic Support Team will provide a reference number for your Mosaic project. You will have been assigned a Regional Team Mosaic Expert to support you and you can start planning your Mosaic.
3. You can spend up to 3 months working with your Expert.

Chapter Roles and Responsibilities

4. Before the project is due to start, With the support of your Regional Mosaic, submit your completed Worksheet for approval.
5. The Mosaic Support Team will send you a formal notice of Approval.
6. If a Chapter/project coordinator does not need support from a Regional Mosaic Expert:
At least 1 month before the project is due to submit worksheet to mosaic-request@cisv.org.
7. A Regional Team Mosaic Expert will review the Worksheet. They may contact you for clarifications about the project content during this time then make a recommendation to the Mosaic Support Team.
8. The Mosaic Support Team will contact you to confirm whether your project can be considered Mosaic.
9. The Mosaic Support Team will provide a program reference number for your planned Mosaic project.
10. Where a Worksheet is submitted after the start of a project, will not be considered a Mosaic project.
11. After a Mosaic Project (When your Mosaic project has now finished) Within 2 weeks of the end of the end of the project Submit a completed Mosaic Report to the Mosaic Support Team, using the report section of your Worksheet. Late reports may be subject to a sanction procedure. If your project end date is revised after being approved, please advise the Mosaic Support Team of any changes before the original end date.
12. Take photos for the Chapter newsletter. Write a report about the activity and send it to the National Mosaic Committee.
13. Keep receipts and turn them in to the treasurer for reimbursement. CISV is a non-profit organization, so always use our sales tax number when purchases are made. No taxes will be reimbursed.
14. When appropriate, send thank you notes.

Chapter Roles and Responsibilities

Junior Branch

Junior Branch (JB) is the youth auxiliary of the Chapter. Junior Branch sponsors year-round local and regional multi-cultural educational and social activities for program alumni and candidates.

Local Junior Representative (required)

1. Attend the Annual Meeting & Conference/CISV In Motion held each October. Represent the Chapter in all conference activities. Share and acquire ideas and knowledge. Use what is learned at the Annual Meeting & Conference/CISV In Motion to benefit your Chapter.
2. Attend Chapter Board meetings as necessary to report on Junior Branch activities, in conjunction with Junior Branch advisors.
3. Meet regularly with Junior Branch advisors. With their guidance, plan the yearly calendar. Publish the calendar and distribute to membership. Assist in the planning and execution of all events. Provide the Chapter president with advance copies of any printed materials.
4. Provide information on events to the Chapter newsletter editor ahead of newsletter deadlines. Produce flyers or notices to publicize events. When emailing flyers, contact the corresponding secretary for email addresses.
5. Work with the JB advisors and community service liaison in planning appropriate community service opportunities, fundraisers for communities-in-need, etc. Communicate with the Chapter president about these activities.
6. Following events and activities, when appropriate, and in conjunction with the JB advisors, send thank you notes to donors, facilities managers, etc.
7. Work with other chairs in the Chapter, such as the community service liaison, Mosaic chair, and fundraising chair to involve the Junior Branch in Chapter activities.
8. Keep copies of flyers, letters, and other information in a binder or electronic file to pass on to future Junior Branch presidents.

Chapter Roles and Responsibilities

JB Advisor

1. Attend Chapter board meetings as necessary to report on Junior Branch activities, in conjunction with JB youth representatives. Attend the Annual Meeting & Conference/CISV In Motion held each October, if possible.
2. Meet regularly with JB youth representatives. Work together with them to plan the yearly calendar. Publish the calendar and distribute to membership. Assist in the planning and execution of all events. Provide the Chapter president with advance copies of any printed materials.
3. Provide information on events to the Chapter newsletter editor ahead of newsletter deadlines. Produce flyers or notices to publicize events. When emailing flyers, contact the corresponding secretary for email addresses.
4. Work with the JB youth representatives and the community service liaison in planning appropriate community service opportunities, fundraisers for communities-in-need, etc. Communicate with the Chapter president about these activities.
5. Ensure that arrangements are made for food, drinks, tables, set-up, etc. before all activities and events. Alcoholic beverages and smoking are prohibited for all participants at all Junior Branch activities and events. Arrange for any supplies needed for any project being undertaken.
6. In conjunction with JB youth representatives, confirm event or activity location with the facilities manager in writing. Pay any rental fees. When necessary, arrange for a Certificate of Insurance, in conjunction with the Chapter insurance chair/Risk Manager.
7. Ensure that all Junior Branch events and activities are appropriately chaperoned.
8. Keep all receipts and turn them in to the treasurer for reimbursement. CISV is a non-profit organization, so always use the sales tax number when purchases are made. No taxes will be reimbursed.
9. Following events and activities, when appropriate, and in conjunction with the JB youth representatives, send thank you notes to donors, facilities managers, etc.
10. Work with other chairs in the Chapter, such as the community service liaison, the Mosaic chair, and the fundraising chair to involve the Junior Branch in Chapter activities.
11. Keep copies of flyers, letters, and other information in a binder or electronic file to pass on to future JB advisors.