

IOA Committee and Task Force Description

Mission Statement

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

- Setting standards of practice, regulatory platform and code of ethics for the Organizational Ombudsman profession;
- Assisting in the establishment of Organizational Ombudsman offices;
- Providing excellent professional development resources, research and information;
- Increasing awareness and understanding of Organizational Ombudsman value among key stakeholders and the general public;
- Creating strategic alliances or direct communications with other key organizations and professionals involved in dispute resolution, governance, ethics and risk mitigation.

1. **Name of Committee or Task Force:**

Ethics and Professional Standards Task Force

2. **Purpose of Committee or Task Force (scope of responsibilities):**

This task force identifies, defines and provides guidance to the Board on the ethical principles and standards of practice for organizational ombudsman professionals. It will review and propose to the board updates to IOA's Standards of Practice and Code of Ethics to assure that they are consistent with legal and professional developments, IOA Bylaws and membership criteria. This includes undertaking research to better understand the nature of the professional activities of those organizational ombudsmen who are unable to adhere to the Standards of Practice and Code of Ethics as compared to the nature of the professional activities of those who do adhere to the Standards of Practice and Code of Ethics.

3. **How the Charge of the Work Group Relates to the Strategic Plan**

This task force will help to support

- Goal 1.5 by supporting, promoting, and reinforcing the Standards of Practice, Code of Ethics, and best practices.
- Goals 3.4 and 3.5 by improving membership recruitment and retention and support growth and development of offices.
- Goal 5.1 in supporting statutory rights for Organizational Ombudsman.

The global priorities of the IOA apply to all committees, and the scope of work for each committee has an international scope. To integrate international perspectives into the goals, operations and substantive work of the committee, each committee will collaborate with the International (Outreach) Committee and the Regional Advisory Communities to develop needed processes that enable them to seek guidance, have dialog, and receive feedback and recommendations from the International (Outreach) Committee on international opportunities, and may directly engage with the Regional Advisory Communities with regard to needs and interests of the regions and the IOA and committee.

4. **Chair Reporting Relationships (where group fits within the organizational structure)**

This will be a task force that reports through a liaison to the Board of Directors.

5. **Chair Appointment and Term (how appointed, length of term, term limits)**

This will be a co-chair model. Co-chairs will be appointed and approved by the Board after reviewing the qualifications of candidates. Co-chairs will be appointed to serve a 3-year term, with the option to renew for one consecutive term, for a maximum of 2 full terms. If possible, terms of co-chairs will be staggered to preserve continuity

6. **Committee Composition (by position or other qualifications rather than name; number of members)**

The task force will be comprised of volunteers' representative of the membership, including members who are CO-OP certified and those who are not. One chair/co-chairs and committee members of the association (regardless of category) who are knowledgeable about the association's mission and vision, are able to devote adequate time to the responsibilities involved in meeting the committee's goals. Committee membership should represent all sectors and global regions, as well as a balance of newer and more experienced members, all of whom should be knowledgeable about IOA.

In order to effectively pursue the IOA's international objectives, including opening channels of communication with, and mutually supporting, professionals and organizations outside of the United States, and promoting the role of the Organizational Ombudsman in all regions, the committee will ensure that its criteria for membership and leadership functions promote participation and perspectives from all global regions.

7. **Committee Member Appointment and Term (how appointed, length of term, term limits)**

Chairs will collaborate with the Volunteer Coordination Committee to recruit potential members. The chair shall appoint the committee members to a 3-year term. Committee members have the opportunity to reapply for a consecutive term, subject to approval by the Chairs.

8. **Subcommittees (if any)**

Other subcommittees may be created by committee chairs to assist with the performance of committee's responsibilities. The membership of subcommittee may also include IOA members who are not current members of the committee. Subcommittees will be chaired by current committee members.

9. **Authority (what committee/task force has authority to do)**

This task force has the authority to review and propose changes to the Board on the SOP's and Code of Ethics. The task force will propose a schedule for how often the SOPs and Ethics should be reviewed upon completion of the first round of reviews.

10. **Limitations on Authority (what committee/task force does not have authority to do)**

- This task force does not have authority to spend money beyond its budget without prior authority or to make official statements without approval of the IOA President or Executive Director or the Treasurer.
- The task force will not represent IOA without the express consent of the President or Executive Director.
- The task force does not have the authority to change the SOP's or Code of Ethics without going through the appropriate process as is described in the bylaws.

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

Applicable finance policies.

12. **Interactions, Influences & Interdependencies with Other Committees**

The task force will liaise with other IOA committees as appropriate. The global priorities of the IOA apply to all committees, and the scope of work for each committee has an international scope. To integrate international perspectives into the goals, operations and substantive work of the committee, each committee will collaborate with the International (Outreach) Committee and the Regional Advisory Communities to develop needed processes that enable them to seek guidance, have dialog, and receive feedback and recommendations from the International (Outreach) Committee on international opportunities, and may directly engage with the Regional Advisory Communities with regard to needs and interests of the regions and the IOA and committee.

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

Products include a thorough review document of the research and documentation completed in the process. Products will also include a proposal to the Board of any changes to the SOP's and Code of Ethics. The task force will propose a schedule for how often the SOPs and Ethics should be reviewed upon completion of the first round of reviews.

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

Timeline to be agreed (established) between task force chair and board.

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

Teleconference calls supported by IOA HQ (international toll free numbers may be required) and email communications.

16. Role of Board Liaison

Operations associated with committee oversight responsibilities include the following:

- Service as liaison between oversight committees and the Board
- Overseeing the process of appointing committee chairs (in collaboration with president) and committee members as needed
- Assuming the responsibility of acting committee chair if there is a temporary vacancy
- Educating committee chairs about the roles and responsibilities of the Board oversight and the committee chair
- Active participation in scheduled committee meetings, including providing a report of relevant Board discussion/decisions relating to the work and interests of the assigned committee and assisting in clarifying common issues and interests between IOA committees
- Proposing motions for inclusion to the Board agenda associated with oversight area
- Work with committee chairs on the timely completion and submission of Board reports
- Insuring that Board decisions are communicated and followed-up upon with committee leadership.
- Monitoring and encouraging progress of committee in carrying out assignments.
- Bringing to the attention of the IOA Board and officers situations related to committee activities requiring attention.
- Mentoring the Board member who will assume oversight responsibilities when Board term ends or upon reassignment

17. Role of IOA Staff

The role is to set up conference calls as needed and provide requested data. . Staff attendance would be determined based on the work in progress of the task force. This will be guided by the co chairs and the Executive Director.

18. Resources required (funds, equipment, other)

Toll free teleconference line. May need survey/assessment tool. Coordination with the research and assessment committee may take place.

19. Report Back Process to Board

The committee will report back to the Board through the liaison and/or the co-chairs as appropriate.

20. Questions & Open Issues

The committee will submit a proposal for Board approval should it need to engage with a consultant.

21. Person Completing Form

Teresa Ralicki

22. Date: 1-15-2016