

## 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:** Communications Committee
2. **Purpose of Committee or Task Force (scope of responsibilities):** To develop timely and informative internal and external communications for IOA in order to inform membership of current activities and issues and to provide external audiences with useful information and tools related to IOA.
3. **How the Charge of the Work Group Relates to the Strategic Plan:** The work of the Communications Committee supports the entire strategic plan but primarily relates to Goal #4: **Develop Stronger Presence and Outreach for IOA: Conduct an outreach program to promote the understanding, visibility and development of Organizational Ombudsman roles and offices.** Specifically, the work of the committee supports the following objectives for this goal:
  - 4.2 **Be the premier source for information** and professional development on Organizational Ombudsman matters globally.
  - 4.5 **Develop a global marketing and public relations strategy.**
  - 4.6 **Build relationships with external audiences and organizations;** foster an understanding of the role and value of the Organizational Ombudsman among key stakeholders, including professional associations, regulatory bodies, organizational decision makers, and the general public.
  - 4.7 Review the possibility of adding a standing committee or a sub-committee to **strengthen the IOA's external relations capability and encourage synergy between the existing Committees in their external relations efforts.**
4. **Chair Reporting Relationships (where group fits within the organizational structure):**  
Committee chair(s) report(s) to the Board of Directors through the Board liaison.
5. **Chair Appointment and Term (how appointed, length of term, term limits):**  
The committee recommends a committee member to serve as chair (co-chair) and the IOA Board considers his/her qualifications before appointing 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):**  
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.

They shall also be willing and able to devote adequate time to the responsibilities involved and maintain confidentiality. Composition: 2 Co-Chairs; 1 Web Content Editor, 1 Newsletter Editor; 1 IOA Radio Coordinator; 1 Writing Competition Coordinator; 2 Annual Report Assistants; 4-6 members at large; 1 Board Liaison. Co-chairs and members are selected based on their interest and experience in developing communications including editing, design, website development and other experience as needed on the committee.

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

Chairs will collaborate with the Volunteer Management 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):** To be determined as needed by the co-chairs.

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):** Develop and publish newsletter, annual report, educational booklets and IOA Radio with input from all committees and board; serve as consultants (content experts) and developers on matters relating to IOA internal and external communications (website, marketing materials, etc). Committee members develop, review, edit and suggest content for the various marketing and outreach efforts. Make recommendations to the Board as necessary regarding communications activities to be undertaken by IOA

**10 Limitations on Authority (what committee/task force does not have authority to do):** The Communications Committee is not authorized to make official public comment on behalf of IOA or spend money not already allocated through the annual budgeting process.

**11 Association Policies Impacting Committee/Task Force Function (relevant votes the Board of Directors has taken):** Financial policies and any other IOA policies related to the charge of the committee

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

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.

The Communications Committee relies on input from other committees and Board to remain current on relevant IOA activities; therefore the Communication Committee interfaces on a frequent basis with chairs and board liaisons from other IOA committees through the Leadership Coordination Group and as-needed outreach and response to requests. Cross-communicate w/other committees, specifically the Membership Committee, IOC/RAC and Research & Assessment Committee.

**13 Job Products (what output work committee/task force delivers during a year):** 1 Annual Report; 3 Newsletters; marketing and outreach materials; 10-12 IOA Radio broadcasts; 1 Writing Competition; IOA booklets, and web content updates on an ongoing basis related to current activities of the association.

**14 Timelines (deadlines committee/task force is expected to meet):** 3 newsletters (spring, summer and fall); 1 annual report (available prior to the annual meeting); 10-12 IOA Radio Broadcasts (1 per month); 1 annual Writing Competition (process begins in fall of each year, culminates prior to the annual meeting); timely updates to content of website, IOA booklets as revisions or new booklets are needed

**15 Description of Operations (how committee/task force gets its work done):** The committee meets in monthly, 1.5-hour teleconference calls. Each call follows an agenda that includes updates on ongoing projects, opportunities for committee dialogue and input on various issues, and updates via liaisons from other committees and the Board. Between the calls, the co-chairs are in regular contact on committee issues and also communicate with individuals who have leadership roles on committee projects. The committee meets for a social gathering during the annual meeting.

**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:** Staff support the operation functioning of the website, the layout and design of the annual report and other marketing/outreach materials; manage the phone system used for IOA Radio; and provide consultation and recommendations on best practices regarding internal and external communications strategies. Developing and managing the communications calendar in consultation with relevant committees. Send out broadcast e-mails per the calendar and as necessary. Refer any media requests to the Executive Director and President.

**18 Resources required (funds, equipment, other):** All activities of the Committee are funded through the annual IOA budget request process. Any unanticipated costs are addressed through special requests processed via the Board liaison and the IOA Finance Committee. The committee requires funds to design and support the IOA website; design and produce the Annual Report; fund the Writing Competition, and fund IOA Radio.

**19 Report Back Process to Board:** The committee reports through the assigned Board liaison and can also raise issues during Leadership Coordination Group conference calls.

**20 Questions & Open Issues:** Funding needed to redesign the IOA website; need for a trans-IOA task force to work on an external communications and public relations strategy for IOA;

**21 Person Completing Form:** Tom Ward, Samantha Levine-Finley, Lanai Greenhalgh, Anamaris Cousins Price, Lisa Witzler

**22 Date:** April 19, 2015 by the IOA Board of Directors