

IOA Committee and Task Force Description

Mission Statement

The mission of the International Ombuds Association is to support and advance the global Organizational ombuds 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 ombuds profession;
- Assisting in the establishment of Organizational Ombuds offices;
- Providing excellent professional development resources, research and information;
- Increasing awareness and understanding of Organizational Ombuds 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** Conference Committee

2. **Purpose of Committee or Task Force (scope of responsibilities)** The purpose of the Conference Committee is to work with staff in planning for and executing the IOA annual conference with a goal of providing education, promoting collaboration and generating revenue for IOA. The Conference Committee's role is to make decisions on the content aspects of the conference while staff are responsible for the execution and logistics of the conference (staffing the conference, liaising with vendors such as hotels, speakers, A/V, catering, as well as marketing, outreach, fundraising and providing recommendations for future locations). The "content" aspects of the conference include the program (committee is responsible for developing the content of a call for proposals, reviewing proposals, selecting presenters and slotting presenters into sessions while staff are responsible for sending out the call for proposals and collecting submissions to pass along for committee consideration and then liaising with the selected speakers and assist in logistics for speakers including collecting speaker agreements and notifying speakers of reimbursement policies and processing reimbursements per IOA policy, assisting often as liaisons between keynote speakers and staff, notifying CO-OP of potential sessions in program to designate for professional development credit), coordinating with the Board of Directors to schedule the IOA annual business meeting and any other sessions that other committees might want (such as international committee, JIOA, COOP, etc.), brainstorming ideas for local activities with local-area Ombuds (staff are responsible for logistics of any local activities), identify ideas for social events (including any off-site events) and work with staff to implement them (including evening events onsite, Pecha Kucha, welcome reception, etc.), identify and coordinate session hosts for each concurrent, plenary and keynote session, work with staff to ensure quality photos are taken that can be used in future marketing and on the website, recruit keynote and other high-profile speakers, coordinate with the PDC for preconference courses (are there topics that the PDC suggests for preconference based on the previous years' specialized courses), identify potential sponsors for staff to contact, invite leadership from other ADR and Ombuds associations to the conference with a complimentary registration, work with staff to develop evaluations for the conference (staff are responsible for sending out and collecting and compiling evaluation results), work with the marketing team to approve graphic design for the program and marketing materials, develop the annual conference budget in consultation with staff, review and approve final registration brochure and final program, identify titles of books to be sold at the bookstore, identify gifts for presenters (staff coordinate purchase), work with staff to have a proclamation from the local mayor's office (if applicable), review "weeks out" registration numbers and brainstorm ideas with staff to address any issues, coordinate with NEC to announce emeritus and any other awards.

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

The conference committee's work relates to the following Goals of the strategic plan:

Goal 1: Further IOA's Vision, Mission and Values (Continue, enhance and advance the IOA's capacity and capability to carry out its mission and vision and deliver high quality services that relate to the organization's shared purpose to support Organizational Ombuds.)

Goal 3: Ensure Financial Sustainability and Growth of IOA (Ensure IOA has the financial means to accomplish its goals through revenue generation and judicious use of resources)

Goal 4: Develop Stronger Presence and Outreach for IOA (Conduct an outreach program to promote the understanding, visibility and development of Organizational Ombuds roles and offices)

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

Co-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 Ombuds 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)

Chair(s) will collaborate with the Volunteer Management Committee to recruit potential members. The chair(s) 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 Chair(s).

8. Subcommittees (if any)

a. Programming

- i. Solicit abstracts and proposals for presentations of all forms
- ii. Reviews all abstracts via an established process and is responsible for selecting and scheduling sessions (once the schedule is established, the committee submits the names of presenters to staff who then liaise with the speakers to obtain speaker agreements and arrange for travel according to policies.)
- iii. Liaise with the CO-OP recertification committee to have CO-OP assign professional development hours to sessions
- iv. Create program schedule, balancing sessions for all sectors and levels
- v. Provide staff with program schedule for staff to complete graphic design/layout of programs
- vi. Review and approve final program (both registration program and onsite guide)
- vii. Identify and solicit keynote speakers prior to and separate from call for proposals. Keynote speakers should be identified no later than late summer of the prior year. Once keynoters are confirmed, handoff to staff to coordinate travel logistics, speaker needs, title/abstract, etc. all per IOA speaker compensation policy
- viii. Staff communicate speaker compensation policy to all speakers (keynote, plenary, concurrent and preconference) and coordinate logistics (travel, lodging meals) per IOA policy
- ix. Staff collect titles/abstracts from speakers and post to website and include in the appropriate program

b. Local Activities

- i. Contacts local Ombuds in the city/region of the conference to get advice on social and outside activities for the conference as well as potential sponsorships, advertisers, booths.
- ii. Contact local Mayor's office for a proclamation

c. Strategic Planning

- i. Determine locations for future conference. Conference locations should be determined at a minimum of 2 years out (i.e., the 2016 conference location should be determined no later than April of 2014)
- ii. Develop a strategic plan for the committee that is in alignment with the IOA strategic plan, particularly if there are elements of the IOA strategic plan that are expected to be carried out by the conference or that impact that conference.

d. Session Hosts

- i. Recruit volunteers to serve as session hosts
- ii. Review session host instruction list provided by staff and provide any direction to staff for changes
- iii. Liaise with CO-OP recertification committee to ensure that hosts know the process for obtaining signatures for pdh sheets.

e. Raffle

- i. Solicit and coordinate donations of items to be raffled at the conference
- ii. Sell raffle tickets at the conference
- iii. Ensure safekeeping of raffle items and money collected during the conference (usually in the conference "office" onsite)
- iv. Draw the winning tickets during the conference and contact the winners if they are not present

- v. Send thank you's to raffle donators post conference
- f. Sponsorship
 - i. Collaborate with staff to develop a list of potential sponsors to target
 - ii. Identify ombuds offices whose organizations might sponsor and make initial contact
 - iii. Handoff potential ombuds office sponsors to staff to finalize payment and coordinate any logistics for sponsoring items (networking breaks, tote bags, etc.)
 - iv. Review/Develop sponsorship opportunities so staff can create sponsorship brochure
 - v. Propose any changes in sponsorship policy for board approval via the committee co-chairs and board liaison
 - vi. Approve final sponsorship brochure
 - vii. Subcommittee members are responsible for outreach to sponsors with ombuds offices while staff are responsible for all other sponsorship outreach

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

The committee has the authority to solicit speakers, make decisions on speakers and content of the program (including the structure of the conference day and number/order of sessions), decide the city location of the conference, provide recommendation to the board for hotels within the city to contract with (the board ultimately decides which hotel and staff/president sign the hotel contract), propose a budget for board approval, propose new conference-related policies for board approval (such as speaker compensation)

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

- The committee is not authorized to vary from the approved annual budget without prior authorization from the IOA Board of Directors.
- The committee is not authorized to enter into contracts with any vendors.
- The committee is not authorized to assign professional development hours to sessions (this authority rests with CO-OP).

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

Speaker compensation policy

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.

Liaise with:

- Communications committee regarding the IOA annual report (will it be distributed at the conference)
- Volunteer Committee regarding the volunteer recognition luncheon (VC should emcee this event and be responsible for the content/program and the Conference Committee provides logistical support in terms of meeting room space and A/V needs)
- Mentoring committee regarding any mentoring events
- Board to determine needs for annual business meeting and any other board sessions
- PDC to coordinate any professional development before/after the conference (i.e., Ombuds Foundations or other courses)
- International Committee around the international scholarship for the conference and any acknowledgments at the conference
- CO-OP to determine PDH for sessions and how attendees will obtain credit for attending sessions
- Volunteer Management Committee for the volunteer recognition luncheon and any volunteer needs onsite
- Finance committee for guidance with budget and needs

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

Conference program schedule (both the registration brochure as well as the onsite program guide) Sponsorship brochure
Proposed annual budget to the board

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

May/June of every year, the committee's budget should be established for the following year (ahead of the rest of the IOA budget) so that the committee can begin work on the following year's conference (i.e. the 2016 budget should be approved by the board by end of June, 2015). Send thank yous to sponsors

Identify potential keynote speakers and begin soliciting keynoters

August 1: abstract submission opens

Determine board session/time slot needs at board

Determine format of program including number of keynotes/plenaries/concurrents, daily schedule, networking opportunities, etc.

Begin identifying potential sponsorship opportunities

Keynote speakers should be finalized by end of August

Engage w/IOC & RACs to ensure proposals submitted reflect global perspectives

September 30: abstract submission closes

Sponsorship brochure completed

October: identify any offsite (outside of the hotel) networking opportunities

Complete review of proposals

Sponsorship brochure posted to website and sent out to prospective sponsors **Late October:** finalized program (list of all speakers sent to staff to begin notifying speakers)

November: all abstracts and speaker agreements signed

Draft Slot accepted proposals into timeslots

Send accepted proposals to CO-OP for review of PDH hours

Draft of registration brochure by end of November

December: early December final deadline for speaker agreements, A/V requirements, abstracts

Final session slotting/Registration brochure early December

mid-December: open registration

January: Order speaker gifts

Provide Board w/draft program for feedback

Draft onsite program guide and send to graphics department

Local arrangements contacts local Mayor's office for a proclamation

Arrange for local area maps, etc. to be provided at a table at conference

Determine format for conference evaluations

Finalize any offsite details/staff sign any outstanding contracts

Contact President to have them invite other association presidents

Begin planning for volunteer lunch (coordinate with volunteer committee for program...VC should emcee this program)

Session Hosts begin recruitment

Confirm language interpreters

Arrange for morning yoga instructor and obtain waivers

February

Assign meeting rooms to sessions

Confirm all speakers, board members and staff have hotel rooms

Begin "weeks out" registration and hotel room block report on a weekly basis

March

Confirm any awards, plaques, etc. to be given and order

Early bird registration deadline

Print conference signs

Speaker materials posted to internal website (attendee access only) Final program guide

Solicit and print preconference materials (only preconference courses may have their handouts printed by IOA, all other sessions must provide their own)

Finalize evaluations

April

Deadline to cancel 10 business days for full refund

Close online registration prior to conference (onsite only after deadline)

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

Much of the committee's work can be done over email and via the committee's Basecamp page. Many of the subcommittees meet via teleconference in between monthly full committee meetings. As the conference approaches, calls

can increase in frequency. Calls should be used when decisions need to be made. Updates from subcommittees and staff can/should be shared via email or Basecamp. Committee is responsible for taking notes/minutes of meetings.

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

Attend committee meetings/calls, update conference website, manage all of registration payments, provide onsite staff for the conference, liaise with vendors such as hotels, speakers, A/V, catering, as well as marketing, outreach, and fundraising prior to conference; provide research (site visits if necessary) and recommendations for future locations; send out the call for proposals and collect submissions to pass along for committee consideration; notify selected speakers and assist speakers in logistics including collecting speaker agreements, abstracts, A/V requests and notifying speakers of reimbursement policies and processing reimbursements per IOA policy; logistics of any local/offsite activities, (including evening events onsite, Pecha Kucha cocktail hour, welcome reception, etc.), work with committee to ensure quality photos are taken that can be used in future marketing and on the website (have staff member take photos when possible), develop sponsorship brochure for committee approval and solicit/process sponsorships (many Ombuds have restrictions on soliciting contributions), develop evaluations for the conference for committee approval (send out, collecting and compiling evaluation results), graphic design for the program and marketing materials, create a marketing schedule/calendar and deploy marketing materials (including blast emails, etc.) develop the annual conference budget in consultation with committee for submission to Board, draft registration brochure and final program (for committee final approval), coordinate with onsite bookstore vendor (committee to provide list of titles to sell), purchase gifts for presenters, provide "weeks out" registration numbers beginning in February and propose ideas to committee to address any issues, provide logistical support (a/v, room location, printing of program) to volunteer management committee for the volunteer recognition luncheon; ensure all printing is completed (signage, onsite program, etc.)

18. Resources required (funds, equipment, other)

The committee is expected to achieve a flat/balanced budget at a minimum with an ideal of earning revenue for the association.

19. Report Back Process to Board

The committee needs board approval for expenditures not included in the annual budget. Requests for such expenses can be made through the committee liaison using current board requests/forms.

20. Questions & Open Issues

Term limits for committee members

21. Person Completing Form Lisa Witzler

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