

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

Mentoring Program Committee.

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

- Support new IOA members' transition to the ombuds profession by connecting novice ombudsman who are Members and Associate Members, with an experienced ombudsman to get assistance and advice, discuss case work and develop a strong profession understanding.
- Reaffirm the core values of IOA and shares experiences and lessons learned in the process.
- Feedback received from mentoring program participants including their questions, challenges, and assistance is provided to the IOA Professional Development Committee (PDC) to incorporate into training.
- Provide a service component to the Association, where seasoned ombuds can share their experience and knowledge
- Assist the Organization to preserve the institutional memory" of the profession by passing it along to new members

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

The mentoring program supports three specific goals of the IOA Strategic Plan:

- Goal 1.4: Expand the opportunities and state of the art means/resources for members to network with each other and provide mutual support, especially for those who are geographically dispersed or isolated from professional colleagues.
- Goal 1.5: Continue to support, promote and reinforce the Standards of Practice, Code of Ethics and best practices; provide tools to support Organizational Ombudsman practitioners in their daily practice.
- Goal 3.4: Improve membership recruitment and retention globally in order to promote the growth of the Organizational Ombudsman profession.

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.

There are seven (7) members of the committee including the two (2) co-chairs.

The committee membership should include individuals with previous IOA mentorship experience.

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)

N/A

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)

- Recruit, develop and train a network of volunteers who are experienced ombuds interested in serving as mentors to new IOA members for a period of one year.
- Identify new mentees interested in being part of the program
- Match mentoring program applicants (mentees) with mentors based on factors including industry sector, professional experience, and location.
- Match and reassigned mentors and mentees based in individual needs and circumstances
- Develop and implement assessment tools to measure level of satisfaction and effectiveness of the Mentoring Program
- Organize programs and activities to further enhance the mentoring experience.

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

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

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.

Membership Committee – collaboration on new member events during IOA Annual Conference and communication with new members regarding the availability of mentorship opportunities.

Conference Planning Committee – planning of workshop during IOA Annual Conference.

Communication with Professional Standards Committee regarding best practices to promote to mentees.

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

Development of Mentor/Mentee relationships and resulting support for development of new members to the organization and the field.

Retention of new members (new ombuds professionals)

Toolkit for Mentors (collaboration w/Prof. Stand committee on this)

Training for Mentors

Mentors provide feedback on questions/challenges identified by mentees to committee chair to report up to Board and to other committees..

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

The mentoring program is an ongoing activity throughout the year.

Report of committee accomplishments and work data is provided in January of each year for IOA Annual Report.

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

The committee meets monthly via conference call to review and discuss current mentoring applications and ongoing activities.

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

- Provide advice as needed.
- Transmit mentoring program applications to committee for review each month.
- Transmit follow-up letters to applicants informing them that their applications have been received, providing an application review time line, application review results including mentor contact information, and end-of-mentoring year congratulations letter.
- Organization and maintain Mentee/Mentor database.

18. Resources required (funds, equipment, other)

Annual Conference materials and printing costs for committee brochures and information handouts.

19. Report Back Process to Board

20. Questions & Open Issues

21. Persons Completing Form

Bob Hosea and Dolores Gomez-Moran, IOA Board of Directors

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