



CHARTER FOR VOLUNTEER MANAGEMENT COUNCIL

November, 2018

1. **Mission:** To support Hope & Cope in the management of volunteers in order to deliver on its mission of helping people cope with cancer. The Volunteer Management Council will provide leadership and decision-making on volunteer-related issues; align volunteer operations to H&C's strategic orientation and advance the goals of the organization by ensuring volunteer engagement and retention.
2. **Type of committee:** The Volunteer Management Council is a standing committee of the Executive Advisory Board of Hope & Cope.
3. **Membership:** The Volunteer Management Committee will be made up of volunteers and staff who will be appointed to represent their respective groups. Membership will not exceed 10-12 persons and will be made up as follows:
 - The Chair of the Board of Hope & Cope (ex-officio)
 - The Executive Director of Hope & Cope
 - 6/7 Volunteer representatives including 1-2 veteran volunteers
 - 2-3 staff members of the wellness center
 - 2-3 staff members from hospital programs

There should be a maximum of 5 staff. Volunteer representatives should always exceed staff representatives.

From time to time, an Invited guest depending on the agenda and/or recruitment. All members have voting rights (excluding guests).

Volunteers must have a minimum of two years of service to be considered for membership. Other criteria for membership will be determined by the Council in order to satisfy Council requirements with respect to area of experience, expertise and diversity.

4. **Chairperson:** The chair of the committee will be a volunteer appointed by the Board chair, the Executive Director, the departing Chair and one volunteer member of the Committee. The nominating process for the Chair will be the responsibility of the governance committee and/or the executive committee of the Volunteer Council. The Chairperson of the Volunteer Council will also sit on the Board of Hope & Cope during his/her term.

The Chairperson will be appointed for a 2-year term, renewable once. The outgoing Chair will remain on the Council one year after the completion of his/her term. The Chairperson will appoint a co-chair to facilitate the task of managing the committee. The co-chair may be considered for Chair at the discretion of the responsible committee.

5. **Duties & Responsibilities:** The responsibilities of the Volunteer Management Council include all policy and procedures related to volunteer management. The Council will provide input and advice to H & C management so that volunteers may have an effective voice in the decisions that affect them. Key areas of input are: training, job descriptions, policies and procedures, communications and recognition.

All members of the Volunteer Council will be expected to attend meetings and be willing to work on sub-committees as required. Up-to-date knowledge of the organization and its operations are essential.

6. **Recruitment, appointment and terms:** Members of for the Volunteer Management Council will be nominated by the Council and invited to serve for a two-year term with a one-time renewal option. Any member of the Council may submit a name for consideration at the appropriate meeting but all submissions must meet the criteria set out by the Council. The Council reserves the right to change the criteria required for membership at any time to better meet the changing needs of Hope & Cope.
7. **Committee procedures:** The Volunteer Management Council will meet a minimum of 3 times a year (Fall, Spring, Summer) with an option for a 4th meeting in Winter if required by Hope & Cope. The committee will develop an annual plan in support of the H&C operational plan which will be presented to the Board by the Council Chair and then communicated to all volunteers.
8. **Sub-committees:** The Council will have several sub-committees to work on specific programs for volunteers which will also be staffed by volunteers and at least one staff member. These committees will be on-going as long as the Council deems them necessary but may be modified, combined or eliminated by the Council at any time. The sub-committees are: Training, Communications, Recognition and Governance. Consideration will also be given to form ad hoc committees for Recruitment and an Ambassador Program.

9. **Sub-committee mandates:** Below are broad guidelines for the committees. Each committee chair will, in coordination with the appropriate staff, define, finalize and present their annual plans to the Council for approval.

- **Training** – Determine the general training requirements for volunteers on an annual basis. This includes but is not limited to – orientation training, operating manuals, job descriptions, certification (and re-certification) and on-going knowledge building.
- **Communications** – Develop regular communication tools and programs to keep volunteers informed and engaged. Explore greater use of social media.
- **Recognition** – Determine how and when volunteers will be recognized including annual social event, activities for volunteer week, service awards and ongoing recognition activities as required.
- **Governance:** - Ensure the proper functioning of the Council including the responsibility to recruit and nominate candidates for membership. Act as executive committee of the Council.