The Staff Liaison is responsible for performing the tasks outlined below to facilitate the process of establishing and closing VUs.

**Definitions**

Abbreviations:
- ET – Executive Team
- SM – Survey Monkey
- BL – Board Liaison
- TF – Task Force
- SL – Staff Liaison
- VU – Volunteer Unit

Board Liaison – Member of the Board of Directors (BOD) assigned by the President to be the liaison between the BOD and the Volunteer Units. Provides direction to the volunteers.

Chairperson – leads the work of the volunteer unit.

Coordinator – coordinates functions within AMSN (e.g. Research and reviewers).

Representative – serves as the AMSN liaison to external groups and organizations.

Staff Liaison – Association staff member assigned by the Executive Director to provide administrative and other support to the Volunteer Unit.

**Volunteer Units (VU)** – Committees, Subcommittees, Task Forces, Chapters, Special Interest Groups (SIG), Editors, Representatives, and Teams.

- **Standing VUs** - committees, chapters, and special interest group whose work is continuous throughout the year.
- **Dynamic VUs** - Task Forces and Representatives whose work is project based and/or associated with an external organization (i.e. Joining Forces).

**VU Members** – participants in VUs including members, reviewers, faculty and associate coordinators.

**Establishing a VU**

1. **Call for members** – Calls can be sent to the entire membership or limited to members who meet the established criteria and skills as defined by the BOD.

   a. A call for the specific VU is developed by the SL with the assistance of the Chair and occasionally the BL. Information from the charter (Strategic Plan Goal # and Objective, Charge to Responsible Group, Parameters, Time frame), skills required, estimated time commitment, and the closing date for applications is included in the call.
   
   b. If a chair is needed, the SL sends a list of the screened respondents who expressed an interest in chairing the VU to the ET and the BL. The SL schedules interviews (using Doddle.com) between the prospective chairs, BL and President or President-Elect or Immediate Past President.
   
   c. The SL schedules the eblast call, provides notification via the Hub and includes it in the enews if time allows.
   
   d. Members are instructed to submit their application via SM and email their CV or resume to amsn@ajj.com.
e. A scrolling tile is created for the AMSN homepage to encourage members to apply. Included is a link to the VU section of the website to provide complete details. Link to the SM application.

f. SL screens the respondents from the Call for Members for eligibility, i.e. membership status, other commitments within AMSN, MSNC, MSNJ, and qualifications based on the call. Eligible candidates are forwarded to the Chair for review.

g. The Chair and the BL determine which applicants will be interviewed. The interview call includes the Chair, BL and SL. The three confer to decide who to recommend for appointment by the President. The president is not involved in the interview and selection process. The BL brings the recommendations to the president, the President gives the okay and an appointment letter with the president's signature is emailed to the recommended candidates. Letters are also send to those who were not selected (also signed by the President. The president then reviews the final list of candidates selected by the Chair and BL to avoid possible "issues". For example, a member volunteered for a VU, but the BOD had another (unannounced) task coming up soon that they wanted to offer to this member. The member then had the choice to wait for the unannounced future opening or to accept the current VU. At other times the President is aware of situations where a volunteer may not be a good fit. The interview process may be time-consuming up front but experience has shown it is well worth the effort since we are better able to find the right fit for the VUs.

h. The President appoints the Chair and all VU members.

2. Communication with Chair and Board Liaison
   a. Send the chair the following documents:
      1. Charter and/or VU role description
      2. Board reporting template, with the charter parameters listed as indicated
      3. Call for members
      4. AMSN Hub information
      5. VU Guidelines
      6. Conference Call Information (telephone #, participant code, etc.)
      7. Other supporting documents

3. General Administration (performed by the SL)
   a. Provide the Hub address so VU members can add the address to email contacts
   b. Send an email to the Hub explaining how to use it and the guidelines for use. Ask all members to confirm receipt of the message.
   c. Update all participants’ NetForum file to include participation in the VU.
   d. Set up conference call PIN via Conference America (www.conferenceamerica.com).
   e. Calls may be recorded. Refer to Conference Call Information Sheet.
   f. Use Doodle.com to survey members to determine times for initial conference call between SL, BL, Chair, and ET member to review the charter.
   g. Use Doodle.com to survey members to determine times for initial conference call between SL, BL, Chair, and VU members to begin the work of the charter.

4. Role of Staff Liaison
   a. Administrative support including emails, formatting and editing copy.
   b. Keeping the VU on target with deadlines via emails and continual follow up with the chair and BL.
   c. Takes direction from the chair and BL.
d. Participates in all conference calls and Hub discussions.

5. **Expectations of VU members**
   a. Participate in all conference calls and Hub discussions.
   b. Notify SL of changes to contact information.
   c. Respond to all communications within 2 business days.
   d. Notify the chair if unable to participate in calls or in the VU.
Sample First Email to VU

Hello All!
Welcome to the [TASK FORCE NAME] Task Force. I’m sending this message to you on behalf of [NAME OF CHAIR], task force chair [CHAIR’S EMAIL ADDRESS].

This task force will have conference calls the week of [DATE] to begin its work. Follow this link to Doodle to list ALL of the times you are available. I will email you on [DATE] with the time of the call.

You will receive 2 copies of this message – one via the AMSN Hub, and the other to your individual address. We do this in case you don’t receive the Hub message. To communicate with the group, please address your messages to [HUB ADDRESS] (there is dash between amsn and [NAME], so the beginning of the address is amsn-……..@connectedcommunity.org).

More information about the Hub will be sent after the first conference call.

Thank you for your support of AMSN. Please reply to [SL email address] and let me know if you received 2 copies of this message – one via the Hub and the other via your individual address.

Sincerely,

[NAME]
AMSN Staff Liaison

Send when directed by the chair
Hub Guidelines:
Add this address to your address book to help prevent bounce-backs.

You can respond to the volunteer community two ways. You can reply via email or login to the Hub, locate the discussion and click “reply to discussion.” Refrain from replying “thank you” to the entire group. If you need to acknowledge receipt of a message, reply to the sender only.

Additional Hub guidelines are attached for your review.
Process for Closing and Disbanding a TF

When the TF has completed the parameters of the charter, the Chair will submit a final status report to the BOD, at which time the BOD will officially thank the TF members for their work and release them from the TF. SL will coordinate sending thank you letters (via email) to the TF members from the President with input from the BL and Chair. The letter will include:

1. Summary of the work of the group.
2. Thank you for meeting the parameters.
3. the reaction of the BOD (considering/pursing recommendations)
4. TY for serving
5. Request to complete the SM VU Feedback
6. Disbanding of the group is noted in the next BOD meeting minutes (conference call or face-to-face meeting).

In most instances, the Chair will continue to work with the SL as an advisor to complete the final steps of implementing the Charter. This may include assisting with website content and layout, promotional announcements to the membership about the project and available resources, etc.

When all of the Chapter parameters have been met, the Chair will submit a final report to the BOD and the BOD will disband the TF. SL and BL work together to send a thank you letter to the chair.