

Volunteering at CCA Vancouver

The roles and responsibilities outlined below are meant to provide both a framework for our volunteers as well as a structure that will support the chapter's initiatives. The general volunteer responsibilities apply to all volunteer positions while the additional board of director responsibilities apply just to those on the board. The details under each position are not exhaustive but are rather meant to give you a good idea of what the position entails. I encourage you to review this list, and if you see a role that reflects your interests, please let us know! See the end of the article on how to contact us about one of these exciting positions.

Board Members (7 members)

- President
- Vice President
- Secretary
- Treasurer
- Membership Director
- Members at Large (2)

Other Non Board Positions

- Telephone Coordinator
- Event Planner
- Event Hospitality
- Media Coordinator
- Newsletter Coordinator
- Newsletter Distribution
- Newsletter Contributor(s)
- Volunteer Coordinator
- Peer Support Coordinator
- Peer Counsellor(s)
- Web Coordinator
- Fundraising Coordinator
- Regional Coordinator(s)
- Medical Advisor(s)
- National Committee Representative(s)

Volunteer Responsibilities

Volunteers work with the Chapter to provide excellent service at Chapter events so that members and the public become aware of Celiac Disease and its associated conditions, are kept up to date and informed of current issues and will lead a healthy happy gluten-free lifestyle. As a volunteer, you should be informed of the services and programs provided by the Canadian Celiac Association and the Vancouver Chapter and publicly support them. You should also help recruit a replacement volunteer for the new term when you wish to step down and ensure proper introduction to the job. All volunteers with access to membership list or contact information must sign and adhere to the Canadian Celiac Association's Privacy Policy.

All volunteers must support the position of the Canadian Celiac Association, specifically that:

- The only proven treatment for Celiac Disease is strict adherence to the gluten-free diet for life
- The diet is not to be started until after proper diagnosis has been made
- Intestinal biopsy is the gold standard for making the diagnosis of Celiac Disease

Additional Board Member Responsibilities

In addition to the responsibilities described above, Board members are expected to attend no less than 75 percent of regular monthly Board meetings. This means a Board member may miss three non-consecutive meetings per year. Board meetings are scheduled well in advance, and arrangements will be made for teleconferencing where necessary. If you require a leave of absence from the Board, please let the Chair know in writing as soon as possible, so that plans can be made to cover your responsibilities in your absence.

With regards to Board meetings, members are expected to:

- Attend meetings consistently, prepare for meetings, participate fully, and otherwise fulfill obligations to the Canadian Celiac Association.
- Support in a positive manner all decisions and actions taken by the Board of Directors, even when you're in a minority opinion.
- Be aware and abstain from any conflict of interest
- Commit to devoting a minimum 8 hours per month (includes Board preparation, meeting and committee meeting time).

In addition, Board members must:

- Support all chapter activities, and attend whenever possible, including Vancouver Chapter Annual General Meeting, Volunteer appreciation events, fundraising and public education programs.
- Chair a standing committee or special project, and be accountable for the approval, supervision, and reporting to the Board on this work.
- Actively assist with the special events of the Vancouver Chapter.

Board Members

President

- Provides leadership to the chapter and is the liaison with the National Board of Directors, the Regional Director, and other chapters
- Is a senior volunteer of the chapter (must have served on the board for a minimum of one year)
- Calls and sets the agenda for all meetings of the board and the chapter
- Chairs these meetings and makes sure decisions are made and clearly understood
- Guides the work of the chapter and directs overall policies
- Keeps in touch with the Board Members and the membership and resolves problems
- Writes the President's message for each newsletter
- Is a signing officer on the chapter bank account(s)
- Works with all the Board Members to recruit volunteers for committees and vacant positions
- Makes sure new board members are introduced properly into their new roles
- Makes sure the chapter is working towards the goals set by the Board
- Maintains regular contact with the professional advisors and community agencies

Vice President

- Carries out the duties of the president during the president's absence
- Shares the president's duties as assigned
- Supports the president in all undertakings and works together with him/her as a team
- Takes on special projects, a vacant volunteer role, or National committee membership

Secretary

- Conducts the correspondence of the society
- Issues notices of meetings of the society and board of directors
- Documents minutes during board and general meetings and emails them to the board within seven days following the meeting
- Keeps minutes of all meetings of the society and directors
- Maintains custody of all records and documents of the society except those required to be kept by the treasurer
- Collects mail and distributes it accordingly, making copies for relevant board or staff member (e.g., treasurer, membership director, newsletter coordinator)
- Answers general inquiries
- Orders letterhead, envelopes, pamphlets, etc.

Treasurer

- Keeps the financial records, including books of account, necessary to comply with the *Society Act*
- Renders financial statements to the directors, chapter members, and others when required
- Gives financial report at every Board meeting
- Is a signing officer on the Chapter bank account
- Issues cheques to pay for expenses
- Receives and keeps receipts for expenses
- Issues income tax receipts for donations
- Does bank deposits and balances accounts
- Maintains a receivable and payable list
- Maintains an inventory of products that are ordered and fulfils the orders
- Informs Membership Director of cheques arriving with new members or renewal information attached
- Records all transactions
- Applies for grants for the chapter in coordination with the fundraising committee
- Prepares annual budget and presents it at first board meeting of the year
- Prepares annual financial statements
- Prepares information return for Revenue Canada
- Possesses bookkeeping expertise

Membership Director

- Maintains the electronic membership list of the Vancouver Chapter members

- Keeps binder of membership forms sent from National
- Keeps an updated (weekly) membership list
- Maintains member access to online forum
- Prepares member listing for newsletter labels
- Contacts new members to welcome them into the Chapter, followed by sending out the Chapter new member kit

Members at Large

- Attend Board Meetings
- Take on special projects, a vacant volunteer role, or National committee membership

Non-Board Volunteer Positions

Telephone Coordinator

- Organizes electronic telephone lists of the membership and keeps the lists updated
- Organizes one or two members on each list to be on the phoning committee
- Informs the telephone committee of upcoming meetings and events (at least 2 weeks before)
- Phones members on his/her list and informs them of upcoming meetings and events for the chapter
- Informs Membership Director of incorrect phone numbers, address changes, etc.
- If phoning system is electronic, maintains software so that membership list is accurate, phone calls are completed, and unsuccessful calls are followed up

Event Planner(s)

- Organizes multiple member events throughout the year from start to end
- Coordinates speakers, exhibitors, facilities, and equipment for events
- Provides event information to Newsletter, Publicity, and Telephone Coordinators
- Coordinates with Board for budget approval
- Liaises with Volunteer Coordinator for appropriate volunteers at event
- Liaises with Hospitality for coffee, tea and snacks
- Leads the coordination of large events and invites sponsors if needed

Event Hospitality Coordinator(s)

- Arranges tea, coffee, and juice at member events and coordinates with other volunteers to help out (supplies are provided or you are reimbursed for expenses, and we will provide a volunteer list)
- Shows up at the event early to set up and ensures that the refreshment items, used cups, and garbage are put away at the end

Media Coordinator

- Informs newspapers, radio, and TV stations and other media of upcoming meetings and events
- Contacts newspapers, radio, and TV stations and other media to do feature articles and interviews
- Organizes posters to be placed around town advertising meetings
- Seeks out opportunities to advertise the association

Newsletter Coordinator

- Receives content from Newsletter Contributors
- Receives ads from Newsletter Ad Coordinator
- Saves all content to common filing location
- Creates project plan for each newsletter
- Is the point of contact for Newsletter Editor
- Decides on theme of newsletter with Board input
- Leads newsletter process from start to delivery to printer hand-off to Newsletter Distribution
- Searches for best printer for newsletter
- Follows the budget set out for the particular newsletter as directed by Board

Newsletter Distribution

- Receives membership list from Membership Director and prints address labels
- Sends newsletter to printing to be copied, collated, and stapled
- Picks up newsletter from printing (2-3 days)
- Attaches labels and sorts according to Canada Post Sorting Scheme
- Delivers to Post Office

- Provides copy of newsletter to Secretary for filing
- Gives extra copies to Membership Director for chapter's new members kit

Newsletter Contributor(s)

- Provides content for the newsletter to the Newsletter Editor, including interesting tips and articles.
- If articles are copyrighted, provides a summary of the article and quotes the source.
- Gathers information according to the theme of the upcoming newsletter
- Provides restaurant information, tips such as new GF food you hear of, travel stories—anything you think will be of interest to our members
- Provides information electronically
- Submits information to the Newsletter Coordinator by the deadlines as published in the newsletter

Volunteer Coordinator

- Maintains a list of volunteers and will liaise with other positions within the Vancouver Chapter to provide volunteers for various activities and events
- Proactively recruits volunteers at the variety of events keeping the chapters vision in mind
- Conducts orientation and training of new volunteers
- Tracks volunteer activities
- Coordinates volunteer recognition including working with Event Planner for annual volunteer week events

Peer Support Coordinator

- Ensures appropriate training for volunteer peer counsellors
- Assigns and ensures volunteers handle email correspondence to info@vancouverceliac.ca
- Assigns and ensures volunteers handle phone correspondence to 604-736-2229
- Coordinates New Member sessions—ensures peer counsellors available
- Provides Membership Director with peer counsellors for new members
- Assists new members with counselling and assisting in providing knowledge to help them adhere to a gluten-free lifestyle

Peer Counsellor(s)

- Works with Coordinator to provide peer support through phone, email, and Anti-Panic sessions

Web Coordinator

- Maintains website in conjunction with web developer
- Adds features on request of board
- Recommends changes / features to board
- Employs website analytics to ensure that the website is targeting the correct market
- Uses web tools to automate the website for registration and payment processes
- Uses and manages various Social Media content for the chapter
- Receives and responds appropriately to input sent to webmaster@vancouverceliac.ca
- Has at least a general knowledge of web design and development tools, techniques, and standards

Fundraising Coordinator

- Applies for grants in coordination with Treasurer
- Sources corporate support
- Seeks donations (money, food, equipment, services)
- Writes thank you letters for non-receipted donations
- Works with Treasurer to provide thank you letters and receipts for receipted donations
- Sources individual giving and monthly giving
- Takes charge of raffles; arranges prizes and draws; actively seeks fundraising ideas

Regional Coordinators (North Shore, Abbotsford, Chilliwack, Powell River, South Surrey)

- Coordinate regular meetings (drop-in, restaurant, other) in their areas
- Keep track of expenses and submits to Treasurer for reimbursement within approved budget
- Works with Membership to maintain membership lists for their region (updates changes)
- Communicate with membership in their areas
- Act as initial contact with new members in their areas
- Advertise meetings and social events
- Communicate with the Vancouver Chapter via the Regional Liaison

Medical Advisor(s)

- At least once annually, speaks at a general meeting
- At least once annually, prepares an article for the newsletter
- Assists with sourcing speakers and writers from within the medical community
- Acts as point of contact for medical community
- Is a health care professional or researcher

National Committee Representative(s)

- Serves as a member of one of the four National committees (Awareness, Education, Research, Advocacy) and represents the Vancouver Chapter to this committee. The committees are made up of members from other Chapters across Canada as well as a member of the National Board of Directors
- Provides updates to the Vancouver Chapter on the progress and activities of the committee
- Shares ideas and helps with projects the committee is working on; some research might be involved
- Communicates with the committee via email and teleconference

Please fill out the volunteer form on the www.vancouverceliac.ca website under the “How to Help” link. You can also either phone us at 604-736-2229 and leave a message with your information, mail in the volunteer form below, or come out to our AGM (see page 17). If you are keen on something that is not listed here, get in touch with us and let’s talk. Together we make this chapter what it is! ❖