

ROLE PROFILE FOR NA ADVISOR

Overview of Role

The NA Advisor role contributes to CISV's Mission and Vision by helping to build stronger CISV communities. NA Advisors provide support, advice or training to CISV National Associations which need help with a particular issue or new developments within their Association.

An NA Advisor takes responsibility for supporting National Associations on a particular project or initiative which has a defined period of time. A National Association can request support by contacting the Chapter Development Regional Coordinators or the Chapter Development Regional Coordinators will offer a National Association support from the team. The nature of the work will depend on the needs of the National Association. Support will be given for projects where the National Association's Board lacks experience or knowledge and therefore the work will be varied. This could be support with setting up a new Chapter, restructuring and training a Board, or developing a new initiative within the National Association.

The work of an NA Advisor can be sporadic and ad hoc. At times, work may be short-term and intensive, whilst at other times, work may be more long-term and less intensive. This will depend on the nature of the request and amount of support required. NA Advisors will join the team, bringing specific skills and knowledge on particular topics. They will be utilized when a relevant project comes up with a National Association and therefore, an NA Advisor may be asked to support more than one National Association at one time. This is not compulsory or a requirement of the role. Should the NA Advisor have the capacity to support more than one NA at a time, they can do so with the agreement of the Chapter Development Regional Coordinators.

Most of the work of an NA Advisor will be done virtually via email and conference calls. However, there may be requirements to meet face-to-face with a National Association.

NA Advisors are members of the respective Chapter Development Regional Delivery Team. They are accountable to the Chapter Development Regional Coordinators and for knowing and acting on the expectations of CISV International. NA Advisors are not accountable for the final success or failure of the National Association, though helping a National Association to develop or overcome a challenge is the main goal of their work.

Key Responsibilities and Tasks

Assess Needs and Plan

The key responsibility of an NA Advisor is to work together with a National Association to determine its needs. Then, together with the National Association, create plans for addressing them. The ultimate goal is for the National Association to overcome the challenge or run a new initiative without the help of an NA Advisor.

NA Advisors will also need to gain an understanding of the culture of the country in which the National Association is located and how this affects their work and relationship with the NA Advisor.

Mentor and Coach

The NA Advisor is both a 'thought partner' and 'trusted advisor' to a National Association, and needs to gain the trust of the Board. The NA Advisor suggests best practices to overcome challenges, using

their experience and problem solving skills, and will be available to discuss challenges when needed. If the challenges require specific expertise outside from NA Advisor's own competencies, he/she may look for further support and best practices from the peer NA Advisors and/or others on the Regional Delivery Team. When required, the NA Advisor can act as a connector between the National Association and relevant experts.

Reporting

NA Advisors will report regularly to the Chapter Development Regional Coordinators. They will provide an update on the progress of the project and what further support they need. Formal written reports may be required depending on the nature of the work.

Regular Communication

Regular communication, ideally on a monthly basis, with the agreed contacts within the National Association should be established. This is an opportunity to follow up on agreed actions from previous months; evaluate progress and offer support; outline and discuss future tasks and actions. The NA Advisor is expected to be proactive in communication instead of only responding to requests from the National Association.

Working Relationships

National Association

The NA Advisor will establish and maintain a relationship with key people involved in the National Association and these relationships will be agreed on by the NA Advisor and the National Association at the start of the project.

Chapter Development Regional Delivery Team

NA Advisors are members of their region's Chapter Development Regional Delivery Team which is made up of Promoters, Trainers, and NA Advisors, and managed by the Chapter Development Regional Coordinators. NA Advisors within the Team can exchange successes, and share resources and best practices to support the work of all National Associations within the region. They should also draw on the experience and knowledge of the Team and utilize this pool of skilled volunteers.

Regional Coordinators

As a member of the Chapter Development Regional Deliver Team, the NA Advisor reports to the Chapter Development Regional Coordinators. The Chapter Development Regional Coordinators expect regular reports from the NA Advisor, showing the process with the National Association being supported. Based on this information, the Regional Coordinators are able to provide the most appropriate support for the NA Advisor and the National Association. The Regional Coordinators and the NA Advisor need to establish a good working relationship based on regular two-way communication. For certain tasks and actions, the help of other Regional Coordinators, especially Educational Programmes, may be required.

Home Chapter, Home National Association

NA Advisors should remain well connected with their home Chapter and National Association, which can provide support with any missing information regarding programmes, policies and best practices if appropriate and relevant. Support should also be sought from the Regional Delivery Team as well as it can be helpful and quicker to gather this information through existing networks rather than asking these questions of international officials.

Other CISV Teams

We have a number of different Teams across CISV who may be able to help with a particular project an NA Advisor is working on. For example, we have the other Regional Delivery Teams in each region, the Communications Team, the new Alumni Association, and JB teams at different levels of the organization. It is important for NA Advisors to engage with these relevant Teams to ensure they get the support they need, but also to make sure they are up-to-date with the latest thinking and materials in these areas.

Key Competencies

Attitude:

- Interested in doing the job, committed
- Open to new cultures and cultural sensitivity
- Supportive, patient, not easily disappointed, optimistic
- Proactive and available
- Understands that being an NA Advisor is about being in a partnership, not taking over or focusing on certain ways of doing things

Skills:

- Ability to motivate, coach and mentor
- Ability to communicate with globally dispersed groups
- Ability to network with other Regional Delivery Teams
- Ability to plan, coordinate, and organize
- Ability to see the big picture and understand CISV in the global context

Knowledge of:

- Policies and procedures of CISV International
- Structure of CISV at the local, national and international levels
- Developing and running a successful Chapter
- Fundraising opportunities

Experience in:

- Running a successful Chapter
- Short term and medium term planning
- Evaluating success of annual plans and Board activities
- Training in the CISV context