

Volunteer Group Manual

Volunteer Handbook

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Introduction

Congratulations! You have been selected to serve on a volunteer committee, work team or advisory council for the Emergency Nurses Association. Whether you are a returning volunteer member, have the added responsibility of serving as chairperson, or this is your first experience as a part of a volunteer group, this handbook will serve as a great resource for you.

If you have questions about this manual, please direct them to:

ENA Committees
Emergency Nurses Association
930 Woodfield Rd.
Schaumburg, IL 60173
committees@ena.org

Specific questions related to your volunteer group, charges, timelines, ENA CONNECT community or other inquiries should be sent to your staff liaison.

Note: All volunteer group communications will be sent to the contact information listed in your ENA member profile. Please be sure your primary email address is listed appropriately to ensure you receive, and can respond to, messages in a timely manner.

1. Volunteer Groups: Committee, Work Team and Advisory Council Descriptions

ENA has three types of volunteer groups: Committees, Work Teams, and Advisory Councils. For reference purposes the term “volunteer groups” is used to represent all three types of groups. Below are the descriptions of the three specific types of ENA volunteer groups.

Committees

Committees reflect the key areas of focus for ENA as determined by the ENA Board of Directors. Committees are typically ongoing, with two to three-year terms depending on the area of focus and outcomes. Many committees are established to provide subject matter expertise for key patient segments: general, pediatric, and geriatric. Committees have a chairperson, staff liaison and Board liaison in addition to the committee members. Each committee has specific charges that are reviewed and approved annually by the ENA Board of Directors. There are three standing committees as defined in the ENA bylaws: Finance; Resolutions; and Leadership Development and Elections. Some committees meet on-site at ENA Headquarters, while others conduct business via conference calls or virtually.

Work Teams

Work Teams are typically associated with completing a single set of tasks over a set time frame. Generally, work team members do not rotate off; they remain until charges are completed. Work Teams typically sunset once the charges are completed, unless the ENA Board of Directors decides to continue the group.

Advisory Councils

Advisory councils serve to provide recommendations and advise ENA on issues related to a specific area of expertise or demographic. Advisory councils are necessary to advance the specialty of emergency nursing and emergency care through research, evidence-based education/training programs and practical resources. Advisory councils consist of a minimum of five members, each with two-year terms. There are advisory councils for the following areas and demographics of ENA:

- Advocacy
- Advanced Practice
- Education
- Emergency Medical Services
- Emergency Nursing Research
- Emerging Professionals
- Global
- Quality and Safety

2. Charges and Terms

Charges:

Every volunteer group has charges defined by the ENA Board of Directors. The chairperson is responsible for keeping the volunteer group focused on the charges and aligned with ENA's strategic plan. The chairperson, board liaison and staff liaison support these efforts and will review the charges at the first meeting.

Progress toward completing charges will be reported once a year to the ENA Board of Directors via the ENA Volunteer Group Status Report.

Note: It is best practice for the chairperson to review charges with volunteer group members on a regular basis and provide updates towards completion.

Terms:

Terms for appointments to volunteer groups vary.

- Chairperson – Each chairperson will be appointed to a one-year term. There are some instances where a chairperson may be appointed to serve a two-year term.
- Members – Term dates for members range from one- to three-year terms depending on the volunteer group.
- Work teams – Terms for work teams depend upon the charges, ranging from less than one year to two or more years depending upon completion of the charges.

A new application must be submitted by any volunteer group member interested in continuing service after his or her term has been completed.

Note: In general, members are not eligible to serve on more than one volunteer group at a time. There will occasionally be exceptions to this practice which may occur after review by the ENA president.

3. Roles and Requirements

Volunteer Group Requirements

All volunteer group members, from chairperson to at-large member, are required to:

- Have a current ENA membership.
- Complete the Conflict-of-Interest form.
- Agree with the terms within the Intellectual Property Agreement, Confidentiality Agreement, Code of Conduct and Conflict of Interest Policy.
- Agree and adhere to ENA's Travel Policy.
- Be able to travel to ENA Headquarters for in-person meetings, as required

- Have email access.
- Be proficient in Microsoft Office programs and virtual meeting platforms.
- Participate in the ENA CONNECT community, if applicable for your volunteer group activity.

Note: Volunteers must adhere to the Committee Code of Conduct. Failure to adhere to the code of conduct, may result in removal from a volunteer group. A volunteer may be removed at the discretion of the board liaison and/or staff liaison.

Chairperson Role

Consistent with ENA's strategic plan, the chairperson guides the volunteer group in its work as outlined by the charge(s) assigned by the ENA president or ENA Board of Directors. Each chairperson will:

- Accept and support the volunteer group charge(s).
- Develop a work plan that allows the volunteer group to effectively and efficiently complete its responsibilities for the year in partnership with staff liaison.
- Develop agendas and conduct meetings.
 - The staff liaison will initiate a draft agenda and submit to the chairperson and board liaison for review and approval.
 - The staff liaison or staff administrative support person will coordinate meeting logistics.
- Review and approve meeting summaries.
 - The staff liaison or staff administrative support person will initiate a draft summary and submit it to the chairperson and board liaison for review and approval.
- Approve meeting materials before distribution to volunteer group members.
- Ensure that volunteer group work is carried out between meetings.
- Continually evaluate efforts and communicate progress toward completion of charges to the volunteer group, association leadership and membership.
- Regularly communicate with staff liaison and alert staff to any concerns.

Chairperson Requirements

In addition to the above volunteer group requirements, the chairperson must:

- Attend and actively lead all meetings.
- Exercise leadership within and outside the volunteer group.
- Ensure volunteer group performance.
- Direct the volunteer group to stay focused on and to achieve charge(s).
- Complete a Year-End Status Report.
- Review *Enhancing Committee Effectiveness: Handbook for Committee Chairs, Staff Liaisons, and Committee Members*. All chairpersons, as well as board and staff liaisons, will be provided a copy.

Board Liaison Role

The board liaison is assigned by the ENA president-elect to work in concert with the chairperson and staff liaison to provide leadership and support based on the identified needs of the volunteer

group and designated charges. The board liaison helps provide a perspective from the ENA Board of Directors to the group and is a resource for the chairperson as needed. It's important to note that the board liaison is not meant to be a member of the committee, nor will they perform day-to-day committee activities, but rather provide high-level perspective.

Board Liaison Requirements

In addition to the above volunteer group requirements, a board liaison must:

- Be available for all meetings. However, if unable to attend the call can continue as planned if the board liaison, chairperson and staff liaison agree
- Serve as a channel for communication between the ENA Board of Directors and the volunteer group as it relates to the group's work and overall strategic plan alignment.
- Assist the chairperson to understand the charges and expected outcomes for the volunteer group, if needed.
- Guide the volunteer group to maintain a board-level perspective and advise the chairperson of matters that need to be reported or recommended to the ENA Board of Directors.
- Review proposed agenda items from the volunteer group for inclusion in ENA Board of Directors meetings.
- Review the ENA Volunteer Group Year-End Report for inclusion in the December ENA Board of Directors meeting. All review other status reports as they arise.
Provide an organizational and membership perspective on surrounding issues
- Be alert to potential issues, such as inactivity of group in execution, difficulty in receiving timely responses from chairperson or other matters detrimental to the group's work. Notify the ENA president and Senior Leadership as needed
- Review *Enhancing Committee Effectiveness: Handbook for Committee Chairs, Staff Liaisons, and Committee Members*. All chairpersons, as well as board and staff liaisons, will be provided with a copy.
- Mentor volunteer group members for future leadership opportunities and help strengthen the volunteer pipeline.

Member Role

Consistent with ENA's strategic plan, the volunteer group members work toward accomplishing the charge(s) assigned by the ENA president or ENA Board of Directors.

Member Requirements

In addition to the above volunteer group requirements, members must:

- Actively participate and provide thoughtful input to the volunteer group's deliberations.
- Focus on ENA's best interests and those of the volunteer group rather than on personal interests.
- Review all relevant material before all volunteer group meetings.
- Attend and participate on all volunteer group meetings.
- Carry out individual assignments made by the volunteer group chairperson.
- Update chairperson on status of tasks and ability to meet deadlines.
- Be able to work under defined timelines.

- Respond in a timely manner to communication via e-mail or telephone.

Staff Liaison Role

The role of the staff liaison is to serve as an informed resource to the chairperson and assist the chairperson in facilitating discussions and activities as they relate to the charges.

- Work with the chairperson to ensure work is consistent with ENA's goals and objectives
- Assist with asking and answering questions, offer suggestions, and provide feedback to project timelines and feasibility.
- Assist chairperson in ensuring the work of the volunteer group is carried forth between meetings and the appropriate status reports are submitted by the deadline.
- Initiate a draft agenda for the chairperson and board liaison for review and feedback.
- Facilitate communication of activities to, and help prepare reports for, the ENA Board of Directors.
- Maintain regular contact with chairperson.
- If applicable, manage the ENA CONNECT online community workspace for the volunteer group.
- Review *Enhancing Committee Effectiveness: Handbook for Committee Chairs, Staff Liaisons, and Committee Members*. All staff liaisons will be provided with a copy.

Staff Administrative Assistant Role

The role of the staff administrative assistant is to perform administrative duties for the volunteer group.

- Assist with scheduling meetings and create Doodle polls when needed.
- Attend all volunteer group meetings as assigned.
- Participate in all meetings as assigned.
- Carry out individual assignments made by the chairperson or staff liaison.
- Support agenda creation and prepare meeting summaries, using ENA templates, for all meetings with staff liaison direction.
- Prepare and provide meeting summaries, which should include attendance, to the staff liaison within 48 hours of meetings.
- Arrange meeting logistics in conjunction with ENA Internal Meeting Services per procedures and in accordance with the ENA Travel Policy.
 - Collaborate with ENA Internal Meeting Services for development of logistics for in-person meetings, such as travel, food, and beverage.
- Support the ENA CONNECT online community workspace for the volunteer group, including posting documents and adding events as appropriate.

4. Meetings and Conference Call Expectations

Conference calls and on-site meetings are generally scheduled during ENA business hours of 9 a.m. to 4 p.m. Central Time, Monday through Friday. There may be special circumstances that

extend beyond these times, and a meeting may take place outside of the general time frame as needed. On-site meetings will not be scheduled during the following times:

- Weekends
- Month of ENA's Annual Conference
- Week of ENA Leadership Conference
- Week of Day on the Hill
- Week of any ENA Board of Directors meeting

Meetings are scheduled based on a quorum while ensuring that the chairperson, board liaison, and staff liaison are present. However, if the board liaison is unavailable the meeting can continue as planned by agreement of the board liaison, chairperson and staff liaison. The number of meetings scheduled varies for every volunteer group. Best practice is scheduling meetings at the same time and day each month or quarter, which limits the number of Doodle polls needed to select a call every month or quarter. This can be discussed in more detail on the first call.

Although most virtual meeting platforms have recording capabilities, only meetings with educational content should be recorded. It is not recommended to record committee meetings or member meetings where discussions related to decisions or voting are made. Meetings may be recorded, with consent of the attendees, for meeting summary creation but should be deleted within 48 hours.

Note: It is helpful to create a set schedule at the beginning of the year, so all members can be sure to block the times on their calendars.

Attendance

The chairperson is a required attendee for all meetings. If a chairperson is unable to attend, then the board liaison should be notified and a decision made as to whether the meeting should be canceled or rescheduled.

Volunteer group members are expected to attend all meetings to ensure a quorum is met. If a volunteer group member is not available, they must notify the chairperson and board liaison. Repeated missed meetings may result in removal from the volunteer group.

Agendas

Agendas are used to outline the main topics that will be addressed and to keep the conversation on track.

- Agendas should be made available to volunteer group members **no less than one week** prior to the meeting

Agendas are prepared collaboratively between the chairperson, board liaison and staff liaison, with the staff liaison initiating the draft agenda.

Meeting Summaries

Notes are taken during every meeting and will be drafted into a meeting summary that will include attendance, actions and outcomes accomplished. Formal minutes will be taken only for ENA Board of Director meetings and ENA standing committees.

- Meeting summaries will be provided to the chairperson and board liaison within one week of virtual meetings or two weeks of in-person meetings for review. Once approved by the chairperson and board liaison, the summary will be distributed to the group.

5. ENA CONNECT Communities

The ENA CONNECT online community will serve as the central location for all information for your volunteer group. ENA CONNECT volunteer group communities include areas for document sharing, calendar listings of upcoming meetings and discussion threads. Members will be provided with directions on how to access their online community. Expectations on use vary for every volunteer group based on the group's needs and charges.

6. Status Reports

Prior to the December ENA Board of Directors meeting, a Year-End Report will be requested of the chairperson for each volunteer group to communicate any issues or concerns, as well as the overall status of the volunteer group's projects and progress toward meeting charges. The ENA Volunteer Group Status Reports are submitted to ENA Committees and then provided to the ENA Board of Directors.

Guidelines:

- Chairpersons are required to complete the status report and send it to their board liaison and staff liaison for final review and approval before being returned to ENA Committees.
- ENA Committees encourages staff liaisons to remind their chairpersons to complete and submit the status report by the due date.

7. Tools and Resources

Many tools and resources are mentioned throughout this manual and are also included below for quick reference.

ENA National Materials

ENA CONNECT

ENA CONNECT Instructions

ENA Bylaws

ENA Strategic Plan

ENA Travel Policy

Volunteer Groups Roster

Volunteer Group Resources page

Key Contacts

ENA Committees committees@ena.org

Board Liaison

Staff Liaison

Additional Reference Materials

Robert's Rules of Order Newly Revised (most current edition)

Enhancing Committee Effectiveness: *Handbook for Committee Chairs, Staff Liaisons, and Committee Members*