



Founded 1966



IAC Volunteering

International Association for Counselling (IAC)

Volunteer Role Description: Global Membership Assistant

ROLE TITLE:	IAC Global Membership Assistant
Responsible to:	IAC Membership Chairperson
Term	An initial commitment of two years is sought
Role Summary:	To join a great team of volunteers to help increase our membership and coordinate our membership services and programs.
Volunteer Hours: Time Commitment	2 hours per week (approx. 120 -- 150 hours annually) Approximately 2 hours per week plus meetings. From time to time additional meetings may be required.
Duties Include:	Duties will be agreed prior to placement but are likely to include some of the following: <ul style="list-style-type: none"> • Increasing IAC membership through member outreach and recruitment. • Responding to inquiries and cultivating relationships with potential and current members. • Maintaining the membership database and records and produce related reports. • Monitoring and responding to email and social media membership enquiries. • Working to increase member renewal, retention and satisfaction. • Assist with the welcoming process for new members. • Interacting with National Associations. • Suggesting improvements to membership processes. • Promoting volunteerism amongst the IAC membership. • Working towards in-depth knowledge of membership policy, products, and services. • Attend online meetings (Membership and Volunteering) • Any other duties approved by the Membership

	Chairperson and Volunteering Coordinator.
Meetings:	<ul style="list-style-type: none"> • Approximately eight, 1.5 hour membership meetings per year. • Approximately six, 1.5hour volunteering meetings per year. <p style="text-align: center;"><i>*All meetings are conducted virtually</i></p>
Skills and Qualifications:	<ul style="list-style-type: none"> • Must be aged over 18 • Excellent interpersonal and communication skills. • Organised, conscientious and attentive to details. • Some administrative experience. • Technological know-how, including MS Word and Excel, Social Media (LinkedIn, Facebook, Twitter), and simple design. • Database management experience a plus. • Understanding of and commitment to the organisation’s mission & values.
Personal Attributes:	<p>It is essential that volunteers have the following attributes/skills:</p> <ul style="list-style-type: none"> • Caring, sensitive and empathetic to all people regardless of their nationality, age, gender, sexual orientation, disability, ethnic origin, culture or faith. • Willingness to participate in appropriate training and learning. • Understand the importance of confidentiality & observing policies and procedures. • Able to work independently and as part of a team • Reliable and punctual.
Support and Training:	<p>Training will be provided as required. This will include an online induction and demonstration of the tasks. Volunteers will be supported by the IAC volunteer coordinators and the person in charge of their volunteer area. You may find yourself working alongside other volunteers or project staff.</p>
Volunteering Location	<p>All volunteers work ‘virtually’ i.e. from their own country and computing base (e.g. home computer/personal device). Work times are completely flexible.</p>
Benefits to the Global Membership Assistant:	<ul style="list-style-type: none"> • Fulfillment – knowing that the support you provide will make a real difference to progressing IAC aims and making

	<p>counselling available worldwide.</p> <ul style="list-style-type: none"> • Training – learning new skills that can be added to your CV, gaining up-to-date knowledge of counselling issues. • Experience – meeting new people in different situations from around the world, building new networks, forming friendships with other IAC volunteers.
Confidentiality and Conflict of Interest:	IAC volunteers are subject all IAC policies including the IAC Confidentiality and Conflict of Interest policies.

Recruitment Process -- Next steps:

1. Please email the following to: iacvolunteercoordination@gmail.com
 - A one page application letter of interest
 - Your resume
 - The name and contact email of a professional referee (this person will not be contacted without your consent).
2. An online interview will then be arranged
3. Reference will be checked
4. Mandatory pre-placement training attended
5. Start placement!

IAC Organisation Overview:	<p>The IAC Vision is “A world where counselling is available to all”. IAC is an international non-governmental association with charitable status. IAC advances the development of counselling, in order to improve people’s lives and well-being. We connect counsellors worldwide so that they can share information and participate in international Practice, Education, Advocacy, Policy and Research counselling projects.</p>
-----------------------------------	--



IAC Supports the United Nations Sustainable Development Goals

