



friendship force

INTERNATIONAL

US and Canada Field Representative Program

Description of Responsibilities

Overview of Program

The President of FFI appoints Field Representatives (FR's) in the US and Canada to act as liaison between the clubs and FFI.

These people should be experienced Friendship Force volunteers who have successfully held a variety of roles at the local level such as Club President and Journey Coordinator. They will demonstrate the ability to support and advise fellow volunteers on topics as diverse as club leadership, public relations, membership, and Journey management.

Field Representatives are considered to be “adjunct staff” of FFI and as such need to be able to speak positively and constructively about FFI, support FFI policies, and be comfortable acting as a liaison between local volunteers and various members of the FFI staff.

These positions are for a 2-3 year term and nominations for the positions are made by clubs or by existing Field Representatives. All nominations are forwarded to the FFI CEO who makes the appointment,

Clubs in the US are divided into 9 regions and into 2 regions in Canada. Each FR will be allocated (by mutual agreement) an area of responsibility based generally on geographical considerations and travel involved.

Responsibilities

- **Health of Clubs** - Field Representatives are responsible for monitoring the health of the clubs and journeys in their region. They are expected to maintain regular contact with the Club Presidents and Coordinators assigned to them.
- **Reporting** - Field Representatives will report on their activities by phone or e-mail regularly to FFI.
- **Work With FFI** - Each Field Representative will develop a working relationship with the Regional Support Manager (RSM) at FFI assigned to his/her region. In addition, Field Representatives will familiarize themselves with FFI staff assignments
- **Regional Conference** - Field Representatives will support Regional Conferences in their area. In regions where annual or biannual conferences are already taking place, the Field Representative will support the smooth operation of the conference and provide assistance as needed. Certain expenses to attend these are paid by FFI.

- **Training** - Field Representatives will offer to hold both a training workshop for Journey Coordinators and training workshops for Club Officers and Board members as required or to support clubs to do the training when necessary.
- **Journeys** - Field Representatives will support journeys, allowing clubs to share recruiting with each other; this will strengthen all of the journeys. Field Representatives will work with their clubs to ensure that clubs within their region request a variety of destinations for outbound journeys, reducing the possibility for clubs to receive assignments to the same destination. Field Representatives will also work to develop a system of communications within their region to encourage clubs to support each other's journeys.
- **Club Leaders** - Field Representatives will assist FFI staff with obtaining current information on Club Officers; e-mail addresses, and will encourage the prompt payment of club fees and journey fees.
- **Remedial Actions for Journeys** - Journey cancellations are detrimental to FFI, hurting both the local club by reducing active participation of the members in the program as well as FFI by reducing anticipated financial support. Field Representatives will support journeys within their region to the fullest possible extent to reduce cancellations. In situations where a journey cancellation is unavoidable, Field Representatives will work with club members to identify other avenues of participation in FFI programs that they can join instead.
- **Remedial Actions for Clubs** - After consultation with clubs, Field Representatives will provide FFI staff with recommendations concerning actions that may need to be taken concerning the clubs in their region. These can include making a club inactive if they can no longer carry out inbound and outbound exchanges; combining two nearby clubs if this will result in a single, strengthened club; or splitting a large club into two smaller ones if this will improve the members' ability to meet and participate in activities.
- **Promote FFI** - Field Representatives will seek opportunities to promote FFI on a national basis such as involving public officials at the local and state level, and developing media contacts,