



# Servas International Job Descriptions

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# ***General Job Description Statement***

## General qualities

- love of Servas, motivated to help
- strong communications skills (including computer skills), patience
- willingness to give time, and to learn
- teamwork, cooperation
- willingness to build friendship with people around the world, disregarding race, religious, sexual orientation, political view, economic or social position
- at present the working language of Servas International is English

## List of Elected SI Positions

1. SI President
2. SI Vice President
3. SI General Secretary
4. SI Treasurer
5. SI Peace Secretary
6. SI Host List Coordinator
7. SI Archivist
8. SI Distant Vote Administrator
9. SI News Editor
10. SI Audit Committee – 3
11. SI Conflict Resolution Committee -3
12. SI Development Committee – 5
13. SI Job Description/Statutes Committee- 3
14. SI Nomination Committee -3
15. SI Youth Leadership Committee – 3

## IMPORTANT

Please note that at the last S.I. General Assembly a decision was made that:

“Each SI Exco member, every committee, when possible, should appoint a young member as an assistant”

## ***Executive Committee (SI Exco)***

**Date:** July 2014

### **Name (or Members):**

President:

Vice President:

General Secretary:

Treasurer:

Peace Secretary:

Host List Coordinator:

### **Responsibilities:**

#### SI Statutes:

- 1) The Executive Committee is responsible for the day-to-day running of Servas International between one General Assembly and the next. Its decisions and actions should be in accordance with decisions made by the General Assembly. Its expenditure is limited to the budget adopted by the General Assembly.
- 2) The Executive Committee shall appoint those Servas officers who have not been elected by the General Assembly.
- 3) If the post of any Servas officer becomes vacant between General Assemblies, the Executive Committee may appoint a replacement. If the vacancy is for a member of the Executive Committee other than President, the remaining members may make the appointment.
- 4) Within financial limits, the Executive Committee shall meet as often as deemed necessary by the Executive Committee.
- 5) The Executive Committee is empowered to make decisions either
  - a) by a majority vote at a meeting of the Executive Committee; or
  - b) by correspondence, provided that all members of the Executive Committee are given the opportunity to participate in the decisions. For a decision to be made by correspondence, votes must be received within one month of the date the motion is mailed/faxed, and the majority of the votes received must be affirmative.

#### Financial Operating Procedures:

(see page 4 – Financial Duties > Executive Committee)

#### Comments on SI Exco Member Characteristics and Considerations:

- Team work – While each SI Exco member has specific responsibilities, SI Exco as a group make all decisions related to the day-to-day running of Servas International between GAs. Therefore, it is crucial that each SI Exco member has the ability to work in a team, and to learn about and contribute to all subjects and issues that arise. Normally, the team aspect of an SI Exco position is larger than the individual responsibilities.

- Availability – An SI Exco position is an ongoing responsibility, and takes a lot of time. There is a requirement to access communications regularly, be available for meetings at quite short notice, and generally to have time in their life to commit to Servas. While this may sound extreme, it is the current reality. Since SI Exco cannot rely on finding other volunteers to do tasks, SI Exco ultimately is responsible for everything mandated by the GA, and all issues that may arise.
  - Openness and Trust – Each SI Exco member must work with every other SI Exco member to run Servas International. This requires openness and early identification of times when they are unable to manage their tasks or contribute to the group decision-making. The remaining SI Exco members will handle responsibilities for the SI Exco member who is unavailable if necessary. If an SI Exco member sees that it is not possible for him or her to fulfill his or her role, this also needs to be discussed with the other SI Exco members. And if SI Exco members see that one member is not managing to contribute as necessary, the SI Exco members need to openly address that situation.
  - Personal Responsibility – An SI Exco member is a volunteer. If an SI Exco member sees that they cannot fulfill their specific role and also the role of participating in SI Exco decision-making (either for a short time, or permanently), it is very important that they take personal responsibility for this, and take steps to resolve the problem, working with the other SI Exco members. This could be by taking a leave of absence or resigning, by enlisting help, or by rearranging their personal life to allow them more time for their Servas responsibilities.
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## ***SI President - elected***

**Date:** May 2011

**Name (or Members):**

**Responsibilities:**

SI Statutes:

The President shall:

- a) oversee the general operation of Servas International;
- b) preside over all meetings of Servas International or of the Executive Committee, or delegate this function to a suitable chairperson;
- c) represent Servas on other international bodies or delegate this function to other suitable persons;
- d) keep broadly informed about the work of Servas officers;
- e) represent the interests of Servas International News Editor and Servas Archivist in the Executive Committee;
- f) be responsible for the organisation of the International Conference/General Assembly;
- g) be responsible for the agenda of the Executive Committee and the agenda of the General Assembly; and
- h) perform any other functions directed by the General Assembly.

The term of office for the President ends no later than three months after a General Assembly.

DV Regulations:

The President shall be responsible for ensuring that the Distant Voting process is conducted in accordance with the Statutes and these Regulations.

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## ***SI Vice President - elected***

**Date:** May 2011

**Name (or Members):**

**Responsibilities:**

SI Statutes:

The Vice-President shall:

- a) perform the functions of the President in the absence or incapacity of the President;
- b) be responsible for the development and strengthening of national Servas groups;
- c) keep broadly informed about the work of the Area Coordinators, and represent their interests in the Executive Committee; and
- d) perform such other functions as shall be delegated by the President or General Assembly.

The term of office for the Vice President ends no later than three months after a General Assembly.

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## ***SI General Secretary - elected***

**Date:** July 2014

**Name (or Members):**

**Responsibilities:**

English is the working language of Servas international. The General Secretary must be completely fluent in written and spoken English.

The main role of the GS is communications, and so excellent writing skills are required, as well as reading and speaking.

SI Statutes:

The General Secretary shall:

- a) handle the correspondence of Servas International;
- b) collect information from national groups;
- c) send communications to national groups and maintain their contact information;
- d) be responsible for the recording of the minutes of meetings and conferences, including the minutes of the General Assembly at the end of the term of office; and
- e) represent the interests of her/his assistants, National Secretaries and Main Contacts in the Executive Committee.

In the case of an assistant or assistants being elected by the General Assembly or appointed by the Executive Committee, the General Secretary nevertheless carries the final responsibility for the duties of General Secretary.

The term of office for the General Secretary ends no later than three months after a General Assembly.

DV Regulations:

The General Secretary shall be responsible for:

- a) advising member groups of the timetable for each Distant Vote, including the closing date for votes, the date by which the motions and supporting material will be sent to member groups and the date by which any changes to Authorised Voter details must be received;
- b) keeping a record of the name and contact details of the person designated by each member group to be their Authorised Voter for the Distant Voting process;
- c) providing the Distant Vote Administrator with a list of the member groups allowed to vote and contact details for the Authorised Voter for each member group;
- d) assembling the supporting information to be sent with the voting material;

e) sending advice of the results of the Distant Vote to member groups within one month of receiving them from the Distant Vote Administrator.

**Additional responsibilities:**

- Ensure that each SI Officer and Committee member has a copy of the most recent Financial Operating Procedures, and is told that they must learn and follow them.
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## ***SI Treasurer- elected***

**Date:** Jan 2015

**Name (or Members):**

**Responsibilities:**

SI Statutes:

The Treasurer shall:

- a) keep the financial accounts and records of Servas International and arrange for auditing;
- b) send out invoices and collect money owing to Servas International;
- c) submit an annual financial report to the Executive Committee; and
- d) collect financial information from member groups.

In the case of an Assistant Treasurer being elected by the General Assembly or appointed by the Executive Committee, the

Treasurer nevertheless carries the final responsibility for the duties of Treasurer.

2006 EGA Decisions:

1. People nominated for the position of Servas International Treasurer must have financial management or accounting experience.
2. If the Servas International Treasurer or Exco believe that the Treasurer cannot meet his/her commitments, a member of the Audit Committee will take over the role and step down from the Audit Committee for that year.
3. If at any time there is no qualified Servas International Treasurer, then Exco may hire and pay an temporary accountant.

Financial Operating Procedures:

(see page 5 – SPECIAL Duties of the SI Treasurer)

The term of office for the Treasurer ends no later than three months after a General Assembly.

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## ***SI Peace Secretary - elected***

**Date:** July 2014

**Name (or Members):**

**Responsibilities:**

SI Statutes:

The Peace Secretary shall:

- a) promote the peace aspect of Servas International in national groups and internationally;
- b) coordinate the work of national Peace Secretaries;
- c) represent the interests of the UN delegates and national Peace Secretaries in the Executive Committee; and
- d) encourage liaison with other peace organisations, and arrange representation in such organisations when appropriate.

The following is more specific information about the Peace Secretary role:

- a) The Peace Secretary shall promote the peace aspect of Servas International in national groups and internationally; encourage Servas National Groups to develop strategies and action plans for Servas outreach and cooperation with other organizations with similar values and goals, promoting Servas values including tolerance, open mindedness, building friendship, peace, and nonviolence;
- b) c The Peace Secretary shall coordinate the work of National Peace Secretaries and represent their interests in the Executive Committee ; help to disseminate information received from National Peace Secretaries;
- c) The Peace Secretary shall recruit volunteers to represent Servas International at the UN, coordinate and support the work of the UN delegates and represent their interests in the Executive Committee; promote Servas International as a peace organization within the UN environment, and help disseminate information about UN activities;

The term of office for the Peace Secretary ends no later than three months after a General Assembly.

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### **Job Description for National Peace Secretaries**

#### **Background**

Servas International Peace Secretary encourages Servas National Groups to develop strategies and action plans for Servas outreach and cooperation with other organizations with similar values and goals, promoting Servas values including tolerance, open mindedness, building friendship, peace, and nonviolence. The SI Peace Secretary encourages Servas National Groups to nominate National Peace Secretaries and share peace activities with all Servas members. National groups are encouraged to report regularly on peace activities in their country to the SI Peace Secretary who then distributes the information widely to all national groups.

## **Guidelines for National Peace Secretaries**

Based on input from several National Peace Secretaries and other Servas key persons, please find some recommendations hereafter<sup>1</sup>:

- Seek to establish, expand, and maintain a network of Peace contacts. Encourage the establishment of local peace committees wherever possible.
- Provide information for websites about coming events and activities involving Peace.
- Write articles for the national newsletter regarding Peace Activities and pass on information to the Servas International Newsletter. Contribute articles to Servas International News and national Newsletter.
- Provide information about Servas to other organizations, and maintain contact with related organizations. Provide for cooperation and exchange of information with other peace organizations.
- Provide advice and guidance to the National Secretary regarding co-operation with and contributions to other groups. Advise the Board and the Annual Meeting on peace issues.
- Establish and maintain communications with Servas International Peace Secretary and other National Peace Secretaries.
- Work in close collaboration with SI Peace Secretary.
- Publicize International Day of Peace (September 21) to make the public aware of this annual event.
- Support and join with other Peace and Human Rights groups to celebrate and publicize all dates related to Peace and Human Rights in your country.

### **Going further**

- Support the UN delegates when there is a UN venue in the country, or when a UN event is held in the country.
- Encourage liaison with other peace organizations, and arrange representation in such organizations when appropriate. Arrange representation of Servas at peace conferences, where possible and beneficial.
- Arrange/support with publicity workshops on non-violent conflict resolution and discussion groups or film nights. Developing tools to increase personal awareness of Servas members and Servas as an organization, concerning the issue of Peace and tolerance.

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<sup>1</sup> As a reminder, this a volunteer position, not a full time job ! Each volunteer is expected to do the best he/she can, within these guidelines framework.

- Initiating, activating and coordinating projects and actions of Servas individuals, groups and Servas national activities, when the goals of these activities are :
  - A – Promoting and developing personal and social initiative for a peaceful coexistence and mutual respect between people of all religions, ethnicities, nationalities and genders.
  - B - Initiating and opening dialogue and encounters based on the spirit of peace and tolerance between Servas and different ethnic groups.
- With the goal of having Servas viewed as engaged in peace building, have the Servas logo on jointly sponsored events, (for example, in 2015, the 70th anniversary of the founding of the UN on Oct 24, 2015 that many international/national non governmental organizations are sponsoring.)

## ***SI Host List Coordinator - elected***

**Date:** July 2014

**Name (or Members):**

**Responsibilities:**

SI Statutes:

The Host List Coordinator shall

- a) manage the standard presentation of traveller (Letter of Introduction) and host (host listing) information
- b) manage the process of host list exchange, based on each country's rules;
- c) monitor the publication dates of host lists and encourage regular updates;
- d) work with the Vice President and Development Committee to help with the host list issues; and
- e) represent the interests of the national Host List Coordinators in the Executive Committee

The term of office for the Host List Coordinator ends no later than three months after a General Assembly.

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## ***SI Area Coordinators - elected by the member groups of their area***

**Date:** May 2011

**Name (or Members):**

**Responsibilities:**

SI Vice President is the main contact in SI Exco for all Area Coordinators.

The role and responsibilities of Area Coordinators were discussed in the General Assembly 2006 at Latina and again in the General Assembly 2009 at Mar del Plata.

The following resolutions were passed by the GA 2006 regarding the work of Area Coordinators:

Area Coordinators are needed and should ideally be elected by the national groups of the area and then appointed by SI Exco. If national groups of the area do not elect an AC, SI Exco may appoint one person to become an AC.

The work of Area Coordinators (shall be):

- 1) Development of Servas in the Area
- 2) Link National Group with SI Exco
- 3) Link national groups within the area and other areas.

The following resolution was passed by GA 2009:

“We request the ‘Job descriptions and Statutes Committee’ to produce a list of functions for the position Area Coordinator, including the specific participation of the National Secretaries (NS) of the area in the elaboration of this final document.

“We request to take these items produced during the Central America Regional Conference of Costa Rica as a starting point:

- “1. To hold as a minimum, an annual meeting with the National Groups (NG) of the Area.
  - “2. To interact with other Area Coordinators functioning as an ambassador from SI and as a representative from SI to the National Groups.
  - “3. To know the procedure manual of SI.
  - “4. To ensure that the National Secretaries respond immediately to the e-mail messages of SI.
  - “5. All the information that the Area Coordinator will provide to Servas International must be known by the National Secretaries.”
-

## ***SI Individual Officers (alphabetical)***

### ***SI Archivist - elected***

**Date:** May 2011

**Name (or Members):**

**Responsibilities:**

- maintain the archives on line
- store and make accessible minutes from SI General Assemblies
- store and make accessible other documents of historical importance to Servas
- coordinate with National Groups in the preservation and maintenance of historical records relating to national activities and interface with Servas International

The Hoover Institution Library and Archives has agreed to maintain and house the Servas Archives. Servas retains copyright and full access to all the items in the archives. The Hoover Institution Library and Archives, located in Palo Alto, California, on the campus of Stanford University is one of the world's most reputable archives with modern provision for document safety and security. Our treasured archives will continue to be taken well care of, and we will be able to add to it over the next decades.

“Archivists bring the past to the present. They're records collectors and protectors, keepers of memory. They organize unique, historical materials, making them available for current and future research.” Lisa H. Lewis, of the Catholic Diocese of Baton Rouge

The term of office for the Archivist ends no later than three months after a General Assembly.

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## ***SI Distant Vote Administrator - elected***

**Date:** May 2011

**Name (or Members):**

### **Responsibilities:**

#### DV Regulations:

The Distant Vote Administrator's duties include:

- a) advising the General Secretary of the timetable for each Distant Vote in accordance with the schedule determined by the Executive Committee;
- b) recommending to Executive Committee, if considered necessary, that one or more independent persons or organisations be engaged to assist in the running of the Distant Vote;
- c) receiving and counting the votes, except when a secret vote is required in which case the receiving and counting of votes shall be done by a person or organization independent of Servas;
- d) reviewing the wording of the submitted motions and referring them back to the submitter for revision if the wording is unclear or not in a form that can be voted on by a "yes" or "no";
- e) arranging the translation of voting information and supporting material in accordance with current Servas practice.

The Distant Vote Administrator's duties shall also include:

- a) preparing a report, including recommendations for approval by the Executive Committee on: a budget and timetable for the Distant Vote process, the method of electronic voting, the postal address and the vote authenticity checks to be used;
- b) sending the motions, the voting material and supporting information to the Authorised Voter for each member group as advised by the General Secretary;
- c) receiving the votes cast, verifying that they are valid and can be counted, and then recording how each member group voted on the motions. Votes may be disallowed on the grounds that they were not received on time, that they are not authentic, that the voter's intention is not clear or that the vote cannot be counted for any other reason;
- d) counting the valid votes: "support/yes", "against/no" and "abstain", to determine the result of the vote on each motion and to identify any motions passed by the double majority needed to give the decision the same effect as a General Assembly vote;
- e) reporting the results to the General Secretary within one month of the closing date for the vote;
- f) preparing a written report to the Executive Committee on the Distant Vote within two months of the closing date for the vote. The report shall include the voting results on each motion, the number of member groups allowed to vote, a detailed list of how each member group voted on non-secret motions and the number of votes received but not counted with the reason they were disallowed;
- g) holding all votes received in a secure place and keeping the votes and the results confidential until member groups have been advised of the results by the General Secretary;
- h) handing over all voting papers and such other information as may be requested as part of an independent recount and audit of the Distant Vote;



- i) destroying all votes received and any other confidential information if no request for a recount has been received within three months of the date the results of the Distant Vote are sent to member groups;
- j) disposing of any confidential information and other records relating to the Distant Vote process in consultation with the General Secretary.

2009 GA:

The Distant Vote Administrator shall facilitate informed discussion of items to be decided by distant vote. (For example, by setting up a web based forum and/or providing mailing lists to the submitter of the item and member groups).

The term of office of the Distant Vote Administrator shall end 3 months after the next General Assembly

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## ***SI Help Desk – appointed by SI Exco***

**Date:** May 2011

**Name (or Members):**

**Responsibilities:**

From 2004:

The helpdesk answers general questions about Servas from Servas members and non-members visiting the Servas International website. If the helpdesk workers cannot answer a certain question, they forward the question to somebody who is in a position to answer.

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## ***SI Committees (alphabetical)***

### ***SI Committee Convenors***

**Date:** May 2011

**Name (or Members):** see individual committees

**Responsibilities:**

SI Statutes, VIII Duties and Responsibilities of Officers:

All Servas International Officers must, as a minimum, submit an annual activity and financial report to the President of Servas International or the General Secretary to be forwarded to all National Secretaries.

If any S.I. Officer violates her or his duties or brings Servas International into disrepute as determined by the majority of the member groups, then Executive Committee is authorized to replace or otherwise initiate action against such an officer.

7) Convenors Shall

- a) be responsible for the teamwork of their respective committees; and
- b) implement the decisions of the General Assembly relevant to their field of responsibility.

The term of office for Committee Convenors ends no later than three months after a General Assembly.

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## ***SI Audit Committee - elected***

**Date:** May 2011

**Name (or Members):**

### **Responsibilities:**

Financial Operating Procedures:

The duties of the Audit Committee include internal auditing of Servas International expenses, supervision, analysis, interpretation, and advice to SI Exco, as well as ongoing monitoring of actual-to-budget interim financial statements.

The duties of the Audit Committee include:

- 1 – Review existing guidelines on accounting principles including fundraising policies and procedures
- 2 – Annual review of each Servas officer's financial reports collected by SI treasurer which should include the subject of money spent and/or received
- 3 – Collaborate with the SI treasurer on financial matters related to Servas International
- 4 – Review the SI bookkeeping documentation whenever necessary
- 5 – Review SERVAS annual Financial Statements issued by the Treasurer for endorsement by the audit committee
- 6 – Ensure that the SERVAS annual Financial Statements have been audited and approved by an external auditing company or external professional auditor
- 7 – Review the modified three year budget plan and verification of its adherence to the guidelines agreed at the General Assembly on an annual basis
- 8 – Identify cost reduction opportunities of SI budget for any kind of activities (ex. SI Exco meetings, International Conference, Area Conferences, etc.) as needed
- 9 – Provide SI Exco assistance with financial projects as requested
- 10 – Communicate the audit committee findings through a regular Workshop and present the final audit report at the International Conference

An internal audit should be conducted yearly if necessary.

SI Exco and Audit Committee should share any publications about each other with each other before publication.

### **Description of Internal Audit Committee from 2009 Nominations Committee:**

- One of the Audit committee Members will be Convenor of the Group who will present the findings of the Audit to the GA and the SI Exco.
  - The Audit committee will verify the Final Accounts in consonance with the Financial Operating Guidelines and the detailed vouching process either on sampling basis or on test check basis as may they may deem fit. Any discrepancies noticed could be discussed and resolved with the Treasurer. Any Cases of spending without proper approval could be presented to the SI Exco for their comments and subsequent ratification.
  - The Audit committee will ensure proper control system and value for money process. It will also check for the safeguards for financial assets and office equipment/PC/laptops/printers is taken and proper documentation to support their recording is done.
  - The Audit committee help in development of policies or in the refinement of the existing policies and would work in consonance with the Treasurer to have them implemented for furthering financial discipline.
  - The Audit Committee's Report will be examined by the Statutory Auditor and AuC would need to clarify any of their findings with the Statutory Auditor if necessary.
  - The Audit Committee will look into any other matter and make recommendations to improve the existing system or implement new processes which may help to better the financial operating procedures.
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## ***SI Budget Committee – appointed by SI Exco***

**Date:** May 2011

**Name (or Members):**

**Responsibilities:**

From the call for nominees, May 2010:

During the General Assembly of Servas International in September 2009 in Mar del Plata it was decided that the 4-year budget approved at the 2009 GA would be reviewed and updated each year, and approved by Distant Vote. To support this process, SI Exco will be appointing an SI Budget Committee to support the SI Treasurer and Executive Committee in preparing the annual budgets for Servas International.

The SI Budget Committee, chaired by the SI Treasurer, will review the 4-year budget approved at the 2009 GA and prepare annual budgets to be approved by the Distant Vote process. The committee will also give advice and suggestions to the SI Treasurer relevant to financial matters of Servas International. Number of members of the Committee is 5 persons. The Committee has the power to identify and consult with resource persons wishing to help in its mandate.

Committee members ideally represent a cross section of large and small Servas countries, and have strong representation from Treasurers of member countries.

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## ***SI Conflict Resolution Committee - elected***

**Date:** May 2011

**Name (or Members):**

**Responsibilities:**

June 2006 TERMS OF REFERENCE:

**Term of Office:** The length of time between Servas International Conferences (e.g. 3 years)

**Members:** There are three committee members who are Servas members. They are elected by the General Assembly.

**Purpose:** The committee will hear complaints and try to resolve these conflicts using agreed upon procedures (see below). The aim is to resolve conflicts in a timely, peaceful and confidential manner. The group will also offer confidential advice on handling conflicts, in case the complainant does not feel ready to file a formal complaint.

**Responsibility:** The committee will confidentially hear complaints from SI Exco, area coordinators, national secretaries and national groups (boards), and international committee members. Individual members (hosts and travelers) will use the processes available in their country. If there is documented proof that this process has been unsuccessful, then the committee will consider intervention.

**Authority:** The committee will gather information, review Servas International policies and procedures and, after discussion with all parties, it will reach a conclusion for the most peaceful resolution. The conclusions are binding on all Servas members. The committee is directly accountable to the General Assembly. It will inform SI Exco of its decisions.

### **Procedures**

#### Acknowledging Complaint

- Complaint must be from a party directly affected; complaints will not be accepted on behalf of other parties or countries
- Complaint must be in writing – form is available
- Complaint is distributed to all members of the committee
- Reply is sent to the complainant to acknowledge receipt of complaint

#### Investigation

- Complainant is asked for further information, documentation and what outcome they hope for
- Person/group being complained about is informed of the complaint and is asked to respond to questions and to offer their views

#### Resolution

- Whenever possible, resolution will be decided by all parties
- The committee will use peaceful means to resolve conflicts

General Comment from convenor: It is important to note that the committee has not truly been given any power to make decisions by the GA. This can be confining and limit the effectiveness and use of the

committee. The main use of the committee has been for informal advice and mediation, in other words advising individuals and groups willing to participate in the mediation process.

### **Description of Conflict Resolution Committee from 2009 Nominations Committee:**

#### **Duties**

- To try to resolve conflicts within Servas
- To offer advice to Servas members about conflict
- To offer advice to SI Exco about conflicts
- When appropriate, engage conflicting parties in conflict resolution
- Publicize strategies for conflict resolution.

#### **Limitations**

- Many conflicts are able to be resolved at a local or national level or directly between conflicting parties (without the need for committee intervention)
- Conflict resolution is only possible (at present), if both/all sides agree to enter into the resolution process

#### **Authority**

- The Conflict Resolution Committee is responsible to the General Assembly

#### **Skills**

- Conflict management experience and/or training
- Proven conflict resolution experience in Servas is preferred
- Exceptional listening skills
- Organizational management, e.g. time management, project management, ability to see steps to achieve goals
- Professionalism including confidentiality, conflict of interest awareness, respect...
- Negotiation skills
- Ability to read and write in English simply and clearly (at least one member)
- Ability to work as a team member so each stage and decision is reached collectively
- Access and ability to use e-mail and Word

#### **Time**

- At the present rate of requests, about one hour per month, but this becomes more intense when there is a request for a conflict to be resolved
- The number of requests for suggestions on handling conflicts will vary depending on the relationships and the knowledge and trust developed between the committee, SI Exco, national secretaries and other Servas members



## ***SI Development Committee - elected***

**Date:** May 2011

**Name (or Members):**

### **Responsibilities:**

The Development Committee (DC) is composed of 5 Servas members elected at the International Conference for a period, which ends at the next International Conference. If one member resigns during the term of office, the DC will choose a new member\*. None of the DC members is an SI Exco member (Guatemala Minutes stress that the DC should be “separate decision makers” from SI Exco pg 15)

- Option: General Assembly may select a list of back-up candidates for such an eventuality.

### Convenor:

The DC chooses one convenor from among its members.

Funds: The DC receives funds from SI Exco, Servas National committees or from private Servas members only.

The funds are kept in the Servas International Bank account on a separate line. The SI Treasurer will send the allocated funds for approved projects after receiving a written order from the DC. A financial statement of accounts for the DC will be added to the yearly report of the SI treasurer.

Allocation of funds: The DC allocates funds for projects as part of the development policy decided by the General Assembly. These projects are those that cannot be financed by SI or by Servas national committees. Based on the development policy, The DC may decide to fund a project in whole, partially or reject it altogether.

The money can be sent totally or partly in advance or at the end of the event depending on individual circumstances.

A financial and activity-evaluation report from countries that have received DC funds is to be sent to the DC within 3 months of the end of the funded project.

Receipts are expected to be kept and can be demanded by the DC or SI treasurer at any point.

### DC and SI Exco:

The DC should work closely with the SI Vice-president, as he is the SI Exco member responsible for development and keep him informed with periodic updates of its work.

Working procedures:

Within DC:

1. All applications received by the convenor are copied to all members who must study the application and make their recommendation.  
The convenor will acknowledge receiving the application to the applicant within one week. If necessary, the convenor will delegate another DC member (case officer) to seek additional background information and clarification concerning the application.
2. Members vote on the fund decision within a 2- week deadline after the Case Officer closes his/her background check and presents all details, including a recommendation to the DC.
3. Results of the decision are conveyed to the SI Vice-President, Treasurer and the applicant within one month of receiving the application or soon after the case officer’s report.  
The application and decision-making process will be documented and published in the key person area on ServasWeb
4. Members of the DC share tasks whenever possible, such as: its finances, keeping records and evaluating the activity- reports sent by fund applicants, writing to donor countries, writing reports for the SI Exco newsletter etc

### For Fund Applicants:

The DC application and evaluation form is available at the Servas website and on request from the DC. The DC will consider applications that are not on the 'official' application forms if for some reason these were not available to the applicant.

1. Applications for funds should be sent at least 3 months in advance of the proposed activity to the DC.
2. The DC will acknowledge receiving the application and within a month of this date, communicate its decision to the applicant, in most cases.
3. An activity- evaluation and financial report form is sent to the applicant who must fill in and return this form to the DC not later than 3 months after the end of its project.
4. Applicants who have not sent in the activity/financial report will not be eligible for further DC grants until they have done so. If they fail to submit the mentioned reports, they must return the allocated funds to the DC automatically.

### Decision-making:

The DC makes decisions based on a majority vote.

The vote will be initialized by the final recommendation of the Case Officer who sends them to the convenor, who then will distribute the material to all DC members and set a due date of 2 weeks maximum; the majority of decisions received by the deadline are taken as the final decision.

### Donors:

Servas national committees will be strongly encouraged to channel all their excess funds to the DC, instead of funding projects privately. This will enable a global development policy overview and help the DC identify and analyze structural weaknesses in Servas administration and development.

Donors can send their funds to the SI treasurer earmarked "for DC" and are politely asked to inform the DC in writing of their donation at the same time. The DC will send donors an acknowledgement/thank-you note while the SI treasurer should send them a receipt.

### Report:

The DC will give a general and financial report for the International Conference at the end of its term in addition to the yearly statement of accounts to the SI treasurer. Periodic bulletins can also be published, informing the Servas international community of development initiatives and the DC's decisions.

### Criteria for Funding:

The DC 's funding priorities and criteria are determined by the development policy set at the International Conference.

The policy set at the last International Conference is very broad and can be found in detail in document (Bi) but these are the key areas:

1. Recruitment development – more travellers, more hosts, more countries
2. Development of Youth Initiatives/involvement
3. Development of Peace initiatives
4. Assistance in development of national organisations' structures and procedures
5. Help in increasing the exposure of Servas – publicity, contacts etc
6. Strengthening Servas in developing countries

## **Description of Development Fund Committee from 2009 Nominations Committee:**

The Development Fund Committee is responsible for:

- evaluating applications from other Servas committees, officers and individuals,
- establishing criteria for evaluating those applications,
- communicating about the applications and voting for or against them,
- communicating decisions to the applicants,
- communicating decisions to the treasurer and SI Exco,
- asking for reports and doing a follow up of the money given,
- reminding member countries that DC depends on their donations,
- writing articles about DC work,
- having a record of all communications.

The chair has some more tasks as to:

- set the deadline for the vote,
- collect the votes,
- communicate with other committees,
- communicate with the DC committee members,
- send official letters,

The position requires about 5 hours work per month (sometimes more when the deadline for the vote is close), and skills of: communication, computers and team work

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## ***SI Distant Interviewer Team – appointed by SI Exco***

**Date:** May 2011

**Name (or Members):**

**Responsibilities:**

Interview people who are in countries with no Servas presence.

Interview people who are in countries with non-responsive Servas people.

Servas Stamps for Letters of Introduction are free, and controlled by the Vice President. This will go towards promoting Servas and some of these Servas Travellers could be encouraged to establish Servas groups in their respective countries.

## ***SI Dolphin Team – appointed by SI Exco***

**Date:** May 2011

**Name (or Members):**

**Responsibilities:**

The SI Dolphin Team is responsible for the Dolphin system. They receive comments or questions, and fix the system if there is something that is not working. They work with the ICT Team if there is a technical problem that is not only related to Dolphin.

There are several Dolphin systems in production:

Key Dolphin:

- Information about key people in Servas International and each Servas country
- Processes for requesting host lists
- Ability to define who receives emails addressed to 'country@servas.org'
- it is designed so that each country updates their own information

Host Dolphin:

- Manages host data for countries
- Each country's data is separate, and managed by that country
- There are various options that each country can choose to customize the way they manage their data
- If the country decides to use it, there is a function to allow each host to update their own data

Traveller Dolphin and Money Dolphin have been designed but not built.

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## ***SI Information and Communication Team (ICT) – appointed by SI Exco***

**Date:** May 2011

**Name (or Members):**

**Responsibilities:**

From report to 2009 GA:

ICT is responsible for Information and Communications Technology and Systems of Servas International.

ICT main activities are: overview of the Server, engineering of the SI WEB Site and of the Servas International Data systems including Dolphin development.

ICT is also responsible for approving computer and technical equipment purchases of SI.

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## ***SI Job Descriptions and Statutes Committee - elected***

**Date:** May 2011

**Name (or Members):**

### **Responsibilities:**

From 2003:

The Job Descriptions and Statutes Committee was instituted by the Servas International General Assembly in Thailand in 2001 as a working committee to help the General Assembly and SI Exco to analyze and clarify the tasks performed by SI Exco and its officers.

As the name implies, the General Assembly wants to have clear and detailed descriptions of the jobs of SI Exco, Area Coordinators, Committees and Servas Officers, which may be incorporated in or added to the Servas International Statutes.

These descriptions will also be useful for potential candidates for positions as SI officers, enabling them to understand what would be expected of them during a term of office.

Targeted areas to explore and define are the following:

- Role – the role played by SI Exco as a whole and by each of its members
- Responsibilities – jobs to perform, tasks to accomplish and outcomes to achieve; objectives proposed and results expected
- Rapport – the network of relationships involved

The procedure adopted for carrying out the committee's task will be first to gather the ideas and contributions of the committee members in order to formulate draft descriptions for the various offices. These will then be submitted to current and former officers, to area coordinators and to national secretaries in order to seek their input – comments and criticism, suggestions for further development, modification and refinement. Finally concrete proposals for changes in the Statutes or the Servas handbook will be drawn up and finalized for submission to the next General Assembly.

### **Description of Job Descriptions and Statutes Committee from 2009 Nominations Committee:**

- Once the General Assembly is finished, Job Descriptions Committee goes over the minutes of the G.A. and extracts all motions that require a change in the Statutes and Job Descriptions.
- The committee has to compose the appropriate wording to accurately reflect the decisions of the G.A. and write them into the new Statutes and deliver them to SI Exco.
- In case of a conflict/ ambiguity on any Jobs of SI, the Committee is responsible to give the final decision

## ***SI Membership Committee – appointed by SI Exco***

**Date:** May 2011

**Name (or Members):** 3

### **Responsibilities:**

From Statutes:

#### **II Membership**

- 1) Any national Servas group containing ten or more personally confirmed hosts (including day-hosts) and three defined contact persons, may become, or be reinstated as, a member group of Servas International by a majority vote of the General Assembly. A group may be proposed for membership by
  - a) direct application by the group; or
  - b) recommendation from a Servas International Area Coordinator; or
  - c) invitation from the General Assembly.
- 2) The obligations of a member group to Servas International consist of, and are limited to, paying fees, doing annual host list updates, submitting annual reports, and of following the regulations and procedures as decided by the General Assembly according to Section IV, 3f of the statutes.
- 3) A member group may lose its membership of Servas International by majority vote of the General Assembly if
  - a) it has been without a functioning national secretary for two consecutive years; or
  - b) it has fewer hosts than in subsection 1) above for two consecutive years; or
  - c) it does not fulfil its obligations for two consecutive years.

From report to 2009 GA:

The “Membership Revision Group” was appointed by SI Exco to look into the membership status of the Servas groups before the GA as required by the statutes.

The Statutes of Servas International provide the basis for evaluating membership.

In addition, relevant information can be gained from membership-related materials, such as the Key List, the Host List Storage Area as well as Key Dolphin and Host Dolphin, Annual Reports, Stamp Fee Reports, AC Reports, direct contacts with country or area representatives etc.

Permanent Membership Committee looks into issues such as:

- no functioning National Secretary and/or Servas team, inability of the group to find a successor to a NS who has stepped down
  - drastic decrease in number of hosts in a Servas group
  - more than one Servas group in one country
  - lack of interaction with General Secretary/Host List Coordinator/Treasurer
  - non-compliance with membership requirements as per the Statutes, etc.
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## ***SI Newsletter Editor - elected (and Team – appointed by SI Exco)***

**Date:** June 2012

**Name (or Members):**

**Responsibilities:**

(taken from Jane Giffould document prepared for 2009 GA)

The job of SI News Editor divides into 2 parts:

- a) Editor of an annual SI News
- b) Editor of the monthly Servas Monthly News

These two are interlinked by sharing articles.

The Editor should have/needs:

- English as a first language.
- Preferably some editorial experience so as to be able to summarize items when necessary and to be able to lay out to an acceptable standard
- Reasonable writing skills such as for doing the occasional article and the editorial.
- Ability to keep in the background as this newsletter is written by the contributors and not the editor.
- To be IT literate at least with word processing and lay out programs, and preferably with rather wider skills to include spreadsheets and use of a range of programs such as graphics.
- Internet access and broadband. Broadband essential for some of the items that come and for sending. Most of the work is done via the internet. 24/7 access is preferable.
- Be capable of working with teams of translators and keeping them on time and on task including chasing up all those who lag behind or provide work of a poor standard
- Be capable of keeping to very rigid time limits to meet the deadline for the annual SI News and to ensure monthly SI News is published regularly.
- Ample time to be able to cover the work involved, up to 4 days a month for Servas Monthly News and blocks of time for 6 months for annual SI News.
- Capability to take on the reins of the job as it is and develop it further,

The term of office for the SI Newsletter Editor ends no later than three months after a General Assembly.

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## ***SI Nominations Committee - elected***

**Date:** May 2011

**Name (or Members):**

### **Responsibilities:**

From 2004:

The Nomination Committee (chosen at July 2001 SI conference) duties include:

- receiving nominations for international Servas positions
- confirming that the nominator and the nominee are both valid Servas members
- communicating with SI Exco and other members about who is currently up for nomination
- when needed seek recruits for positions via SI and SI Exco News, etc.
- confirm with all committee members that our nomination information is correct and no candidate was forgotten
- set up a procedure for the nomination and election of officers for SI Exco, international committees, SI newsletter editor, etc. for 2004, and inform countries of the procedure and process well in advance
- set deadlines for nominations

### **Description of Nominations Committee from 2009 Nominations Committee:**

- Starts the Nominations process for the new SI Exco and SI Committees, once the venue and date of the General Assembly is announced.
- Collects all the Nominations for each position
- Presents the Nominations to General Assembly during the meeting.

### **Skills:**

- Ability to read and write in English simply and clearly
  - Ability to work as a team member
  - Access and ability to use e-mail and Word
-

## ***SI UN Observers – appointed by SI Exco***

**Date:** April 2014

**Name (or Members):**

**Responsibilities:**

The UN Observers are part of the SI Peace Secretary's team.

### **Background**

Servas International (SI) is described as « *an international, non-governmental, multicultural peace association run by volunteers in over 100 countries. Founded in 1949 by Bob Luitweiler as a peace movement, Servas International is a non-profit organization working to build understanding, tolerance and world peace*»; it was granted consultative status at the UN Economic and Social Council (ECOSOC) in 1973.

### **What is ECOSOC?**

From the beginning, the ECOSOC has been the main entry point into the UN system for non-governmental organizations (NGOs). ECOSOC remains the only main UN body with a formal framework for NGO participation. In 1946, 41 NGOs were granted consultative status by the council; by 1992 more than 700 NGOs had attained consultative status and the number has been steadily increasing ever since to more than 3,400 organizations today. NGOs may contribute to a number of activities, including information dissemination, awareness raising, development education, policy advocacy, joint operational projects, participation in intergovernmental processes and in the contribution of services and technical expertise. NGOs have a mandate to disseminate UN information.

### **What does it mean to have consultative status at ECOSOC?**

An NGO with consultative status can:

- *Attend international conferences and events*
- *Make written and oral statements at these events<sup>2</sup>*
- *Organize side events*
- *Enter United Nations premises*
- *Have opportunities to network and lobby.*

As an NGO with consultative status, we may have up to 5 representatives with annual passes in each of 3 UN venues: NYC, Geneva (Human Rights Council) and Vienna. Our president also can obtain an annual pass, valid until 31 December of each year. One of these representatives is main representative and can obtain short term passes for Servas members wishing to visit UN premises or attend sessions.

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<sup>2</sup> Today, NGOs without a presence in Geneva can send video statements to the Human Rights Council.

People interested in becoming volunteers for SI at the UN would greatly benefit from guidance and introduction to the processes of participation. It is also very important to Servas International that there are guidelines for people who represent the organization.

### **Guidelines for UN observers/representatives**

Based on input from several SI UN representatives and other Servas key persons, please find some recommendations hereafter<sup>3</sup>:

- Submit an application and be interviewed by SI Peace Secretary. The application will include: why he/she is interested in being a UN observer/representative; commitment to the UN process of attaining peace and conflict resolution; the importance of Servas as an NGO at the UN;
- Have had active participation with SERVAS preferably as both host and traveler;
- Receive information on the UN and recommended readings;
- Attend sessions/events regularly, according to possibilities;
- Be familiar with human rights, UN structure and goals;
- Obtain all useful documentation and information of sessions/events in advance so as to be aware of time and deliberations of the sessions interesting for Servas members and disseminate that info to the Servas community (Observers are also encouraged to recommend sources of UN info which may be useful to others);
- Work in close collaboration with SI Peace Secretary;
- After attending UN sessions and events, communicate reports about actions or provide summaries in writing to SI Peace Secretary, who will then share them with SI Executive Committee (SI Exco), and Servas Community (e.g. SI News, websites, etc.);
- Be a mentor / contact person for any SI officer wishing to attend UN;
- Have knowledge and access to modern technology – Email account, cell phone, Skype, etc;
- Speak English (strongly recommended); other languages used at the UN welcomed.
- Establish contacts with other NGOs within the UN context;
- Promote Servas as a peace organization within the UN environment, and in communications with Servas and local communities;

### **Going further**

- Contribute to the work of UN bodies;
- Join oral or written statements of NGOs and/or prepare (together with SI President and SI Peace Secretary) written and/or oral statements;
- Organize/help to organize parallel events on issues of concern for our advocacy work.

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<sup>3</sup> As a reminder, this a volunteer position, not a full time job ! Each volunteer is expected to do the best he/she can, within these guidelines framework.

## ***SI Youth Leadership Committee - elected***

**Name: S.I. Youth leadership Committee**

**Structure: 5 members to be elected at the G.A.**

**Mission: To promote the involvement of young people in Servas at all levels**

### **Shared Responsibilities:**

It is preferable that the members be from at least 3 different continents.

- Coordinate Servas Youth Programmes including but not limited to the Servas Language Experience (SYLE)
- Coordinate Youth Conferences
- Coordinate with country youth contacts
- Work with local youth contacts to organize regional youth events
- Act as a central point for youth projects, ideas and events
- Where possible work with the Development Committee to advance the goals of S.I.
- Prepare an annual budget for all of the above activities

Skills that will be an asset:

- Ability to work co-operatively in a supportive manner
- Strong communication skills including the ability to write and edit reports
- Knowledge of how Servas operates internationally and locally
- Ability to find ways to reach out and engage fellow youth members (resourceful)
- Ability to prepare and work within a budget for projects and meetings

The term of office for the Youth Leadership Committee ends no later than three months after a General Assembly.

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