



Servas International

Job Descriptions

2022

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A. Introduction

The purpose of this document is to present the specific requirements, responsibilities, job duties, and skills required to perform Servas International roles, which are based on Servas International Statutes 2021¹.

The positions described in this document are known as Servas International Officers in the Servas International Statutes (2021). Servas International Officers are elected to or Servas Committees or appointed to Teams. Six of these officers shall be elected by the Servas International General Assembly: President, Vice President, General Secretary, Treasurer, Peace Secretary and Membership and Technology Secretary. These officers constitute the SI Board of Directors (also known as “SI Executive Committee” with the abbreviation “SI EXCO”). Each of the remaining officers may be elected to a committee by the General Assembly, or appointed by the SI Exco to a team, as determined by the General Assembly”.

The following sections will include general information about Servas job descriptions, including the eligibility to elect or appoint volunteers, and the skills and experience they require. Section 5 describe the specific responsibilities and roles of SI EXCO members and the committees, teams and groups.

B. General Job Description Statement

General qualities wanted in a volunteer:

- Love of Servas and motivation to help.
- Strong communications skills (including computer skills) and patience.
- Willingness to give time, and to learn.
- Ability to work in a team and cooperate.
- Willingness to build friendship with people around the world disregarding race, religion, sexual orientation, political views, economic or social position.
- Good English language skills because at present the working language of Servas International is English.

¹ SI Statues 2021 are available in the following link :

<https://servas.org/en/community/board-and-management/administration>

C. Eligibility for election or appointment to volunteer positions in Servas International:

The current Nominations Procedure states that “any current Servas member may stand for a position in SI although there is an expectation that candidates will have already been active in Servas in their National Group or at a regional or international level.”

D. Skills, experience and qualities required for SI roles:

- **Teamwork** – While each member has specific responsibilities, SI Exco as a group makes all decisions related to the day-to-day running of Servas International between SI General Assemblies. It is crucial that each SI Exco member has the ability to work in a team and to learn about and contribute to all issues that arise. As a result, the team aspect of an SI Exco position is usually greater than the individual responsibilities.
- **Availability** – An SI Exco position is an on-going responsibility and takes a lot of time. It is essential to regularly access communication by email and be available to take part in email decision-making, sometimes at short notice. Attendance at monthly online meetings (on a web based coworking platform, currently MS365 Teams), lasting a minimum of two hours, is required. There has historically been a commitment to be part of one or more SI Exco face to face meeting held over several days during the mandate period. Generally, SI Exco members need 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, ultimately SI Exco is responsible for everything mandated by the SI General Assembly 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 a willingness to make known at any early stage, when they are unable to manage their tasks or contribute to group decision-making. The remaining SI Exco members will handle responsibilities for the member who is unavailable if this becomes necessary. If a SI Exco member reaches a point where they can no longer carry out their role this also needs to be discussed with the other members of SI Exco. In the event of SI Exco members becoming aware that one member is not managing to contribute as necessary then this situation needs to be openly addressed.
- **Personal Responsibility** – A SI Exco member is a volunteer. If an SI Exco member realises, they cannot fulfil their specific role or take part in SI Exco decision-making

(either for a short time or permanently), it is very important that they take personal responsibility for this. They should take steps to resolve the problem by working with the other SI Exco members as needed. This could be by taking a leave of absence or resigning, by enlisting help, or by rearranging their personal commitments to allow more time for their Servas responsibilities.

- **Language and communication skills** – As English is the working language of Servas International it is important that SI Exco members are fluent in written and spoken English so that they can efficiently communicate with each other as well as with national groups and other SI officers.
- **Diversity and complexity** – Given the growing diversity and complexity of tasks undertaken by SI Exco, all members need an ability to set priorities, manage multiple tasks and work to deadlines.
- **IT skills** – A good working knowledge of information and communication and ITC tools are required by all SI officers, together with a willingness to learn new ITC skills when required. The frequent use of web-based cooperation platforms, email and other ITC tools are at the centre of communication within SI, making use of Microsoft Word, Excel, and other programmes. Without reliable access to the internet, it would be difficult to maintain good communication with other members of the committee and others with in the Servas network.

E. Specific responsibilities and skills for SI current roles

The current list of elected and appointed SI positions is listed as follows:

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 Membership and Technology Secretary.
7. SI Distant Vote Administrator. (1)
8. SI Internal Audit Committee. (3)
9. SI Development Committee. (5)
10. SI Youth and Families Committee. (5)

List of appointed SI Positions:

1. SICOGA organising team.
2. Membership team.

3. Nominations and Job Descriptions team.
4. Consultants to SI Exco.
5. Making Connections project group
6. Innovation project group.
7. Assistant to GS.
8. Archivist.
9. Spanish Translation Coordinator.
10. Media and Communication Team.
11. SI Help Desk.
12. Treasury Support Team.
13. United Nations Team.
14. UN representatives.
15. Conflict Resolution team.
16. Assistant to Membership and Technology Secretary.
17. Servas.Org team.
18. ICT (information and Communication) Team.
19. Dolphin Team.
20. Servas.Org Users Group.
21. Servas.Org Tutor Group.

Roles that are not mentioned as “elected” here are appointed by SI Exco.

E.1. SI Executive Committee (SI Exco)

To be read in conjunction with individual detailed job descriptions of each member below.

Members:

President

Vice President

General Secretary

Treasurer

Peace Secretary

Membership and Technology Secretary

Responsibilities and Qualifications:

Each SI Exco member, when possible, should appoint a young member as an assistant.

SI Statutes specified the following responsibilities for SI Exco:

1. The SI Executive Committee (generally known as “SI Exco”) is responsible for the day-to-day running of Servas International between one SI General Assembly and the

next. Its decisions and actions should be in accordance with decisions made by the General Assembly.

2. Expenditure is limited to the budget adopted by the General Assembly.
3. Following the adoption of a three-year plan of expenditure by the General Assembly, the Executive Committee will prepare a detailed three-year budget for this plan.
4. Full details of Executive Committee financial duties are to be set out in the Financial Operating Procedures (known as FOP).
5. The Executive Committee shall appoint those Servas officers who have not been elected by the General Assembly.
6. 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.
7. Within financial limits, the Executive Committee shall meet as often as deemed necessary by the Executive Committee.
8. The Executive Committee is empowered to make decisions either:
 - a. by a majority vote at a meeting of the Executive Committee, or
 - b. by a majority vote by correspondence, provided that all members of the Executive Committee are given the opportunity to participate in the decisions.
9. The term of office each member of Executive Committee will end no later than three months after a General Assembly.

In addition, please see Financial Duties for the Executive Committee stated on the Financial Operating Procedures (FOP) pages 3 and 4.²

1. SI President – elected.

The responsibility of the role is to lead the SI Executive Committee (generally known as “SI Exco” and oversee the general operation of Servas International.

According to the SI Statutes the President shall:

- a. preside over all meetings of Servas International or of the Executive Committee, or delegate this function to a suitable chairperson.
- b. represent Servas on other international bodies or delegate this function to other suitable persons.
- c. keep broadly informed about the work of Servas officers.
- d. be responsible for the organisation of the International Conference/General Assembly.
- e. be responsible for the agenda of the Executive Committee and the agenda of the General Assembly.

² https://www.servas.org/sites/default/files/uploads/who_we_are/fop_version_5_201810.pdf

- f. perform any other functions directed by the General Assembly.

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

According to the Distant Vote Regulations:

The President shall be responsible for ensuring that the Distant Vote process is conducted in accordance with the Statutes and these Regulations³.

Support Network for the SI President:

SICOGA organising team – appointed	To include: <ul style="list-style-type: none">• SICOGA Registration coordinator.• SICOGA Finance coordinator (jointly with SI Treasurer).• SICOGA Programme co-ordinator.• SIGA Agenda Working Group.
Membership team – appointed	Refer to the detailed job description below.
Nominations team – appointed	Refer to the detailed job description below.
Consultants to SI Exco - appointed	One or more consultants to focus on; <ul style="list-style-type: none">• an analysis of SI annual status reports• feedback to the President.• advice on strategic and financial planning as required.

³ Page 1, available at:

https://www.servas.org/sites/default/files/uploads/distant_vote/2017/DV_Regulations_2009.pdf

2. SI Vice President – elected.

The responsibility of the role is to promote the development of Servas at all levels of the organisation. This includes encouraging collaboration between national groups and those working for Servas International to strengthen and develop Servas membership across all regions.

SI Statutes the Vice President shall:

- a. perform the functions of the President in the absence or incapacity of the President.
- b. work with the Development Committee and Youth Leadership Committee together with national groups to strengthen and develop Servas at a local, regional and international level
- c. perform such other functions as shall be delegated by the President or General Assembly.

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

Support Network for the SI Vice President:

SI Development Committee – 5 elected members.

Refer to detailed job description below.

SI Youth Leadership Committee – 5 elected members.

Refer to detailed job description below.

Making Connections project group – appointed.

A group responsible for the management and development of the Making Connections project
Tasks to include:

- Gathering information and maintaining an up-to-date list of longer-stay and in-depth opportunities offered by those countries who have opted to be part of the project.
- Circulating the list of opportunities around national group for distribution to individual Servas members.
- Posting of Making Connections information in the members' area of the SI website once this is available.
- Promoting the development of the project to those countries not yet involved.

Innovation project group – appointed

Other project groups – To be set up to promote developmental activities as required

Such groups to have an appointed leader with other members being recruited with the relevant skills for tasks to be undertaken by the group.

3. SI General Secretary – elected.

The responsibility of the role is communication and process management.

According to the SI Statutes the General Secretary shall:

- a. handle the correspondence and information sharing of Servas International.
- b. collect information from national groups.
- c. send communications to national groups and maintain their contact information.
- d. maintain SI records, including the Statutes and procedures.
- e. ensure the updating of SI documentation following any changes to the Statutes made at a General Assembly or via a distant vote. Also keep the Statutes under review and recommend any required amendments to the General Assembly.
- f. manage Distant Votes between General Assemblies.
- g. be responsible for recording minutes of meetings and conferences. This includes the minutes of the General Assembly at the end of the term of office and Distant Vote decisions.
- h. represent the interests of their assistants, national secretaries and main contacts in the Executive Committee. In the case of 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.

According to the Distant Vote Regulations⁴:

The General Secretary shall be responsible for:

1. 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.
2. 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.
3. 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.
4. assembling the supporting information to be sent with the voting material.
5. 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:

⁴ Page 2, available at:

https://www.servas.org/sites/default/files/uploads/distant_vote/2017/DV_Regulations_2009.pdf

Ensure that each SI Officer and Committee member has a copy of the most recent Financial Operating Procedures (FOP), and is told that they must learn and follow them.

Support Network for the SI General Secretary:

Assistant to GS – appointed To support the work of the SI General Secretary as required.	Tasks to include; 1. annual report analysis and preparation. 2. minute taking. 3. updating of the SI handbook. 4. support maintenance of SI records, statutes and procedures.
Archivist – appointed	Refer to the detailed job description below.
Spanish Translation Coordinator – appointed	Refer to the detailed job description below.
Media and Communication Team - appointed Image and Design support group	Refer to the detailed job description below.
SI Help Desk - appointed	Refer to the detailed job description below.
Distant Vote Administrator - elected	Responsibilities are described in the Distant Vote Regulation.
SI Paid Administrator – if operational	

4. SI Treasurer- elected.

The responsibility of the role is on the overall financial operation of Servas International.

According to SI Statutes the Treasurer shall:

- a. manage SI funds.
- b. guide the Executive Committee on financial matters.
- c. be in charge of Servas International budget management. Guide the Executive Committee in planning expenditure and realizing revenues.
- d. manage the financial accounting and record keeping function for Servas International
- e. manage financial audits.
- f. prepare financial reports for presenting to members and the General Assembly.

People nominated for the position of Servas International Treasurer must have financial management or accounting experience.

In addition, there are duties and responsibilities detailed in the Servas International Financial Operating Procedures (known as FOP), Special Duties of the SI Treasurer, pages 5 to 7⁵.

A paid external bookkeeper, contracted by the Executive Committee on the recommendation of the Treasurer, will support the Treasurer by maintaining financial records and preparing the financial statements under the direction of the Treasurer. The reports of the external auditor shall be submitted for adoption by the General Assembly or by Distant Vote.

In the case of tasks carried out by 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.

Support Network for SI Treasurer

Treasury Support Team – appointed.	Refer to the detailed job description below. See section B.
*Audit Committee - three elected members.	Refer to the detailed job description below.
* Paid external auditor- contracted.	The General Assembly also empowers the SI Exco to appoint a professional external auditor to audit the accounts of Servas International. The reports of the external auditor shall be submitted for adoption by the General Assembly or by Distant Vote.

* The external auditor and the Audit Committee provide the assurance function for Servas International. They are not, strictly speaking, part of the support network for the Treasurer. They operate independently in the execution of their duties. They have been listed with the Treasurer since they will normally work closely with them to provide their assurance services.

⁵ [https://www.servas.org/sites/default/files/uploads/who we are/fop version 5 201810.pdf](https://www.servas.org/sites/default/files/uploads/who_we_are/fop_version_5_201810.pdf)

5. SI Peace Secretary – elected.

The responsibility of the role is to promote Servas International as a peace organization.

According to the 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 representatives and national Peace Secretaries in the Executive Committee.
- d. encourage liaison with other peace organisations, and arrange representation in such organisations when appropriate.

More specific information about the Peace Secretary role:

1. 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;
2. 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;
3. The Peace Secretary shall recruit volunteers to represent Servas International at the UN, coordinate and support the work of the UN representatives 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.

Support Network for the SI Peace Secretary.

United Nations Team – appointed by SI Exco

UN representatives led by the UN Coordinator
Responsibilities to include:

1. maintaining oversight and supporting the work of the UN representatives.
2. approving Servas representatives to be official UN Representatives.
3. organising internships for Servas young people at the UN, supported by the Servas community.
4. UN involvement, supported by any members who are interested in being part of an UN interest group.

National Peace Secretaries Network

Led by Peace Secretary could be language based.
Responsibilities to include:

1. establishing and maintaining communications with Servas International Peace Secretary and other National Peace Secretaries.
2. working in close collaboration with SI Peace Secretary.
3. supporting the UN representatives when there is a UN venue in the country, or when a UN event is held in the country.

Conflict Resolution team – appointed by SI Exco

Refer to the detailed job description below

6. SI Membership and Technology Secretary – elected

The **responsibility of the role** is to maintain an international overview of membership issues including the recruitment of new members and the technology that supports them.

According to the SI Statutes the Membership and Technology Secretary shall:

- a. Promote accuracy and regular updating of members data in Servas.Org and the Dolphin host list storage area.
- b. Be the Executive Committee member with overall responsibility for the management of the technology that supports the membership systems.
- c. Be the Executive Committee contact person for technology in Servas.
- d. Be the Executive Committee member with overall responsibility for the management of Servas.Org.
- e. Be the lead Executive Committee member in supporting the work of the Servas.Org team, the Dolphin Team and the Servas.Org Users group.
- f. Work with others involved in the management of Servas.Org to maintain communication with Servas.Org national administrators.
- g. Ensure maintenance of a list of key persons in Dolphin Key or its replacement.
- h. Promote understanding and implementation of Servas.Org.
- i. Work with the Servas.Org team and others to recruit and support a Servas.Org tutor group.

Support Network for the Membership and Technology Secretary

Assistant to Membership and Technology Secretary – appointed

To support the work of the Membership and Technology Secretary as required.

Tasks to include:

Monitoring host data reliability.

SServas.Org team – appointed

ICT (Info Communication Technology Systems)

Team – appointed

Dolphin Team – appointed

To maintain the Dolphin storage until transition to servas.org is complete.

To maintain the SI key persons list or its replacement.

Servas.Org Users Group – appointed

Servas.Org Tutor Group – appointed

E.2. SI Individual Officers (alphabetical)

7. SI Help Desk – appointed by SI Exco

This role responds under the Membership Technology Secretary.

The **responsibility of the role** is to answer general questions about Servas from Servas members and non-members visiting the Servas International website and assist people having difficulties using Servas online. If the help desk workers cannot answer a certain question, they forward the question to somebody who is in a position to answer.

Skills and experience required:

- Good problem-solving skills
- Good understanding of how Servas.Org works and ability to troubleshoot problems
- Understanding of the Servas organization and its procedures
- Knowledge of Servas roles and personnel, to make appropriate referrals
- Ability to communicate effectively in writing
- Ability to communicate in several languages or to effectively use online translators
- Great patience with people and technology

8. SI Archivist –appointed

The responsibility of the role is to:

1. be the main contact for the physical SI archives online stored at the Hoover Institute at Stanford University, Palo Alto California
2. periodically (every 3-5 years) submit an increment to the archives (note that the Hoover Institute will only accept a digital increment)
3. manage communications with the Hoover Institute, including all information that they require for the digital increment.
4. consult with SI Membership and Technology Team and other SI Officers to help them determine what goes in each increment
5. work with the SI Archivist Consulting Group as required.

Normal communication with Hoover Institute staff is by email.

Access to HI documents is carefully controlled and can only be done in person. Therefore, it is preferable that the SI Archivist resides nearby or has easy access to the Hoover Institute. Submission of the periodic increments can be sent by courier to the Hoover Institute.

The Archivist can learn about the job through an online course offered by The American Association for State and Local History called “Basics of Archives” at <https://aaslh.org/professional-development/>

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.

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

Support Group for the SI Archivist

SI Archives Consulting Group

The SI Archives Consulting Group works with the appointed SI Archivist, and supports his/her work; they have no independent responsibilities

9. SI Distant Vote Administrator - elected

The responsibility of the role is to run the GA Distant Vote process as set out in the agreed schedule.

According to Distant Vote Regulations the Distant Vote Administrator’s duties include⁶:

- 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;

⁶ Pages 1 and 2, available at:

https://www.servas.org/sites/default/files/uploads/distant_vote/2017/DV_Regulations_2009.pdf

- 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 include⁷:

- 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;

⁷ Pages 3 and 4, available at:

https://www.servas.org/sites/default/files/uploads/distant_vote/2017/DV_Regulations_2009.pdf

- 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.
- k. 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).

10. SI UN Coordinator- appointed

As a peace organization, Servas has had “consultative status” with the UN’s Economic and Social Council since 1973. This entitles Servas International to select five Servas members to be SI representatives at each of three UN locations (New York, Geneva, Vienna). The **responsibility of the role** is to oversee and coordinate the collective work of the SI representatives to the UN (SI-UN Reps). The SI-UN Reps report to the SI UN Coordinator, including submitting an annual report.

The Servas International UN Coordinator is appointed by SI’s Executive Committee (ExCo), and reports to ExCo by submitting an annual report.

Main Responsibilities:

I. Leadership

- Works with the Main SI-UN Rep at each of the three UN locations to recruit (through outreach to national secretaries, peace secretaries, and Servas publications), interview, select, and train new SI-UN Reps
- Co-edits and revises (with Main SI-UN Reps) the Guide for SI Reps at the UN
- Works with Main Reps to develop an internship program that recruits, trains, and coordinates interns to assist SI-UN Reps at each UN site and possibly to become future SI-UN Reps
- Maintains and develops partnerships with other NGOs involved with UN goals

II. Planning and Coordination

- Maintains regular contact with SI Reps through email and videoconferencing, and organizes team meetings in person whenever possible
- Shares relevant information with SI-UN Reps about UN-related events
- Helps SI-UN Reps to develop action plans and work as a team
- Prepares/validates/co-signs oral and written statements submitted at the UN on behalf of Servas
- Co-writes or forwards SI-UN Rep articles about SI involvement at the UN, to be published on various Servas media

- Organizes or helps to organize parallel events on issues of concern for Servas advocacy work
- Collects annual reports from SI-UN Reps, required for the UN's annual accreditation renewal

III. Administration

- Chief Administrative Officer (CAO) for all venues in the UN system
- Assists SI-UN Reps with getting annual UN ground passes, submitting UN security forms, and getting necessary documents from SI President (official letters), and maintains the SI information on the UN database
- Updates the email distribution address for SI-UN Reps (unobservers@servas.org), with the help of SI's Dolphin team
- Works with the SI Treasurer to designate funds needed for UN-related activities, and to manage SI's UN budget in cooperation with the SI Treasurer

Accountability

- Makes decisions related to these responsibilities, manages resources efficiently, achieves and role-models Servas values
- Holds the team and partners accountable to deliver on their responsibilities, allowing them freedom to deliver in the best way they see fit, providing the necessary development to improve performance, and applying appropriate consequences when results are not achieved

Preferred Experience, Skills and Knowledge

Experience:

- as a volunteer in a Servas leadership role
- with UN goals and related activities
- with other International NGOs

Skills:

- Leadership and organizational management to lead, delegate, inspire, and facilitate cooperation and team cohesion among the SI-UN Reps
- Strong communication skills, including ability to facilitate diverse groups
- Ability to trouble-shoot problems
- High level of proficiency in written and verbal English plus preferably at least one of the following languages: Arabic, Spanish or French
- Knowledge of and access to modern technology – Email, cell phone, Skype or Zoom, social media, etc.

Knowledge:

- Knowledge of Servas and its values, governance, and history

- Knowledge of UN structure and goals
- Familiarity with international and human rights law and with global issues generally
- Knowledge of information management processes within the UN system

Other:

- Must hold a valid passport

11. SI Spanish Translation Coordinator – appointed

Responsibilities include:

1. Organising a Spanish translation service for Servas International.
2. Allocating translation tasks as required by SI Exco and others in SI roles.
3. Supporting those designated as translators for Servas International.
4. Providing a Spanish translation at the SI General Assembly as required.

Activities include the translation of notices, reunions, different activities around the world, EXCO activities, news, official documents and working part time.

Requirements and/or skills:

- Willingness to work as volunteer for Peace organization
- Good level of English
- Speak Spanish as mother tongue.
- Availability of time

E.3. SI Committees, teams and groups

A brief explanation of what are committees, teams and groups for SI is provided, followed by the current committees, teams and groups in alphabetical order.

SI Committees

Members of the SI Committee are elected. One of the committee members will be selected as a convenor. Every committee, when possible, should appoint a young member as an assistant. The term of office for the members of committees ends no later than three months after a General Assembly.

SI Teams

SI Team members are appointed by SI EXCO. One of the team members will be selected as a convenor. Every team, when possible, should appoint a young member as an assistant. The term of office for the members of team ends no later than three months after a General Assembly.

SI Groups

Group members are appointed by SI EXCO on an ad hoc basis for specific tasks and projects.

SI Committee, Team and Group Convenors

In accordance to SI Status (VIII Duties and Responsibilities of Officers) convenors shall:

1. be responsible for the teamwork of their respective committees; and
2. implement the decisions of the General Assembly relevant to their field of responsibility.
3. submit an annual activity and financial report to the President of Servas International or the General Secretary to be forwarded to all National Secretaries.

12. SI Audit Committee - elected

The responsibility of the committee is to conduct an internal audit of SI annual financial statements and to verify the annual 'budgets and actuals' report produced by the SI treasurer.

Reports of the Internal Audit Committee will be submitted for adoption either at the SI General Assembly or via the SI distant vote process.

According to SI Statutes the auditor shall:

Verify, annually, the accounts of the Treasurer and shall submit a report to the Executive Committee. These reports shall be submitted for adoption to the next General Assembly.

According to the 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. Please refer to the Financial Operating Procedure pages 7 to 8 to read a complete detail of the duties of the Audit Committee⁸.

Guidelines for the Audit Committee:

1. The Audit Committee will verify the Final Accounts in consonance with the Financial Operating Procedures and the detailed vouching process either on sampling basis or on test check basis as 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.

⁸ https://www.servas.org/sites/default/files/uploads/distant_vote/2017/DV_Regulations_2009.pdf

2. 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.
3. 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.
4. The Audit Committee's Report will be examined by the Statutory Auditor, and the Audit Committee would need to clarify any of their findings with the Statutory Auditor if necessary.
5. 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.
6. An internal audit should be conducted yearly.
7. SI Exco and Audit Committee should share any publications about each other with each other before publication.

13. SI Conflict Resolution Team - appointed

The responsibility of the team is to try to resolve conflicts within Servas. They offer advice to Servas members about conflict and give advice to SI Exco about conflicts. When appropriate, the team can engage parties in dispute in conflict resolution. The committee also promotes strategies for conflict resolution within Servas.

The authority of the Conflict Resolution Team:

They 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 team is directly accountable to the General Assembly. It will inform SI Exco of its decisions.

Skills and experience required:

- It is essential that members should be able to demonstrate appropriate conflict resolution experience.
- Proven conflict resolution experience in Servas is desirable.
- Exceptional listening skills
- Organisational management, e.g. time management, project management, ability to see steps to achieve goals.
- Professionalism including confidentiality, conflict of interest awareness, respectful interaction with those in conflict, neutrality.
- Negotiation and arbitration skills as well as mediation skills.

- Ability to read and write simply and clearly in English or Spanish.
- Ability to work as a team member so each stage of intervention with those in conflict is reached by collective agreement.
- Reliable access to the internet and ability to use e-mail and Word.

14. SI Development Committee – elected

The committee's responsibility is to promote and support development across all the Servas regions. It is also responsible for the management of the SI development fund. The committee establish criteria, assist applicants, evaluate and recommend applications for assistance and to follow up projects where assistance has been given.

Decision making about the use of resources in the fund is independent of the SI Executive Committee.

Other responsibilities of the committee include:

- a) Monitoring areas where Servas needs to be strengthened.
- b) Providing assistance to national groups to develop their groups.
- c) Promoting Servas through publicity and connections with other organisations.
- d) Helping new national groups to become established.
- e) Working with the youth leadership committee to support youth initiatives and the involvement of young people in Servas activities.
- f) Encouraging peace activities.

The Development Committee (DC) is made up of 5 elected Servas members, not in SI Exco. If any member resigns during the term of office, the DC will choose a replacement.

Development Committee and SI Exco:

The DC works closely with the SI Vice President by regular progress reports.

15. SI Distant Interviewer Team – appointed by SI Exco

The SI Distant Interviewer Team is responsible for:

- Interview people who are in countries with no Servas presence.
- Interview people who are in countries with non-responsive Servas people.

Stamps for Letters of Introduction for travellers approved through distant interview 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.

16. SI Dolphin Team – appointed by SI Exco

The SI Dolphin Team **is responsible for** the Dolphin systems.

They receive comments or questions, and fix the system if necessary. They work with the ICT Team if there is a technical problem that is not only related to Dolphin.

Key Dolphin:

1. Information about key people in Servas International and each Servas country
2. Processes for requesting host lists
3. Ability to define who receives emails addressed to 'country@servas.org'
4. It is designed so that each country updates their own information
5. It contains a section for uploading host lists compiled in PDF format (Host List Storage Area)

Host Dolphin:

1. Manages host data for countries
2. Each country's data is separate, and managed by that country
3. There are various options that each country can choose to customize the way they manage their data
4. 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.)

17. SI Information and Communication Team (ICT) – appointed by SI Exco

The SI Information and Communication **Team is responsible for** Information and Communications Technology and systems of Servas International.

ICT main activities are:

- overview of the server,
- maintenance of the SI WEB Site
- maintenance of the Servas International data systems including Dolphin development
- approval of computer and technical equipment purchases of SI.

18. SI Membership Team– appointed by SI Exco

The responsibility of the team is to

- Gather information about national groups without member country status and advising how to be eligible for member country status at the next General Assembly.
- Gather information about member countries whose membership may have dropped below the required 10 members and advise on steps to be taken to maintain member status.
- Make recommendations to the General Assembly about new national groups being given member country status and about member countries that should no longer have it.

Please refer to the SI Statutes section II, Membership for more information about Servas membership⁹.

19. SI Media and Communication Team – appointed by SI Exco

The **responsibilities of the team** are divided into 2 main areas:

- a) Social Media (SM) is the term given to Internet/Web based and mobile based channels and tools, through which users can interact with each other and share opinions and content, by enabling the building of communities or networks and encouraging participation and engagement.
- b) Digital Communication (DC) is the term used to describe any communication over the Internet or using mobile apps and new technology, to effectively communicate with others.

The dissemination of information and communication, via SM and DC, has improved the understanding, the connection and the engagement to and within the Servas community and Servas International (SI). The potential benefits to Servas can include: to raise awareness about Servas and its mission of Peace and Understanding, to promote communications with our online members in a friendly and close way, to improve the possibility of response and democracy/transparency by analysing feedback, in order to improve Servas mission of Peace and Understanding through travelling and hosting and last but not least, to give a sense of worldwide Servas community.

The appointed volunteers for Communication & Media Team should:

⁹ SI Status 2018, pages 1 and 2 available in the following link :
https://www.servas.org/sites/default/files/uploads/other_files/2019/Servas_International_Statutes_SI_GA_2018.pdf

- Be fluent in English or Spanish
- Preferably some experience in this area (experience in writing, summarizing, editing articles)
- Internet access and broadband, since these are essential tools for SM and DM
- Co-work with a group of translators and within the team
- Respect the laws of confidence and the right to a private life, without endangering any breach of confidentiality.
- Seek permission from relevant Servas elected or appointed persons in charge before posting (disclosing information or content), any pictures and other piece of information that might be considered invasive of privacy.
- Have enthusiasm for the task.
- Seek to disseminate the vision, goals and global vision of Servas, promoting Peace and Understanding

Social Media and Digital Communication platforms:

Social Media	Location
Official website	https://servas.org/
Facebook page	https://www.facebook.com/Servas.International/
Facebook group Servas International	(members only) https://www.facebook.com/groups/117649068294944/
Servas Travelling for Peace	https://www.facebook.com/groups/servas/
Servas Peace Page	https://www.facebook.com/groups/ServasPeacePage/
Instagram (managed by different Servas countries/groups)	Ex: servasturkiye, servasmexico, servaspeaceschool, servasbritain, servaschile, servasbrasil, servaspeace, servas_australia, servasgiovani, servas_italia, servasiran, servasportugal, servasfrance, servasyouth, servas_youth_in_africa, and many more
Twitter	
Servas International president on twitter.com	https://twitter.com/servaspresident?lang=en
@Servas	https://twitter.com/servasi?lang=en
Digital Communication	
SI News Bulletin	https://www.servas.org/en/newsletters-bulletins
Servas Confluence	A digital co- working and cooperation platform for internal Servas volunteers and officials

20. SI Nominations and Job Descriptions Team - appointed by SI Exco

The responsibility of the team is maintenance of the description of the Elections procedure and the Nominations procedure. In addition, the team has the responsibility to provide clear and detailed descriptions of the jobs of SI Exco, Committees, teams and Servas Officers, which may be incorporated in or added to the Servas International Statutes.

The Nomination Team duties include:

1. starting the Nominations process for the new SI Exco and SI Committees, once the venue and date of the General Assembly is announced.
2. receiving nominations for Servas International positions.
3. confirming that the nominator and the candidate are both valid Servas members.
4. communicating with SI Exco and other members about who is currently up for nomination.
5. when needed, assist SI Exco to identify those suitably qualified and experienced to take on appointed SI roles.
6. confirming with all committee members that our nomination information is correct and no candidate was forgotten.
7. setting up a procedure for the nomination and election of officers for SI Exco, international committees, and inform countries of the procedure and process well in advance. The procedures are based on experience and adapted if required by the previous GA.
8. setting deadlines for nominations (currently set to immediately prior to the election at the GA).
9. presenting the nominations to the General Assembly prior to and during the GA.
10. Once the General Assembly is finished, the team should go over the minutes and extract all motions that require a change in the Job Descriptions.
11. In case of a conflict/ ambiguity on any jobs of SI, the Team is responsible to give the final decision.
12. Reviewing the job descriptions for SI roles to make recommendations for changes and to identify where these would require a change in the statutes.

A member of the Nominations team cannot be a voting delegate at the GA.

21. SI Youth and Families Committee - elected

The responsibility of the SI Youth and Families Leadership Committee is to promote the involvement of young people in Servas at all levels.

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

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

Skills that will be an asset:

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

22. SI UN Team – appointed by SI Exco

The responsibility of the team is to represent Servas at UN’s Economic and Social Council activities.

The UN representatives are part of the SI Peace Secretary’s team and are led by the UN Coordinator.

Responsibilities of SI UN Representatives include:

1. Receive information on the UN and recommended readings;
2. Attend sessions/events regularly, according to possibilities;
3. Be familiar with human rights, UN structure and goals;
4. 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. (UN Representatives are also encouraged to recommend sources of UN info which may be useful to others);
5. Work in close collaboration with SI Peace Secretary;
6. 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

Exco, and the Servas Community (e.g. in SI News bulletin, on websites, Facebook, etc.);

7. Be a mentor / contact person for any SI officer wishing to attend UN;
8. Have knowledge and access to modern technology – Email account, cell phone, Skype, etc;
9. Speak English (strongly recommended); other languages used at the UN welcomed.
10. Establish contacts with other NGOs within the UN context;
11. Promote Servas as a peace organization within the UN environment, and in communications with Servas and local communities;

Going further

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

23. Treasury Support Team – appointed

The responsibility of the team is to provide support for all aspects of the SI treasurer's work.

The treasurer will be the convener of the team. Those appointed must have financial expertise.

Membership of the team may vary over time, but the expected composition of this team is the Treasurer and two additional members.

Details about roles and responsibilities are to be set out in the Financial Operating Procedures (FOP). See section B.