



**Interculture  
South Africa**

# Chapter Handbook

Information and regulations for AFS chapters

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## Introduction

### About this handbook

There are many things that you need to know as an AFS volunteer and many things that you can only learn through experience. The National Office is working according to strategic goals and deadlines, sometimes being under pressure from partners, but it is relying on the expertise and recommendation of the volunteers on any given situation, as only the volunteers work in the field and can judge a situation having all the insight.

This handbook aims to provide volunteers with the necessary information to set up and run an AFS chapter.

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### Role of AFS chapters

The chapters are the engine room of AFS Interculture South Africa. It is from their chapters that AFS volunteers, donating their time, their energies and their goodwill, do the lions' share of the organisation's work. It is them who interact immediately and directly with our students and community service volunteers, who look for host families and who support the participants as well as their new families or community service projects during their participation in AFS programmes.

### Criteria to form a chapter

- A minimum of three members
- Willingness to held monthly or at least quarterly chapter meetings
- At least one member shall be contactable via telephone and fax or email
- Election of not less than three officers; these shall include a chairperson and a treasurer

Once these conditions are fulfilled and once the Board / National Office has satisfied itself that the chapter will be able to function efficiently, the application for the establishment of the new chapter shall be considered. Representatives from the National Office and possibly other chapters shall attend the chapter-start-up meeting and train the volunteers on topics such as the role of a chapter, its responsibilities and financial regulations. A chapter file with useful information and AFS handbooks will be provided.

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## Tasks & Responsibilities

### Chapters vs. National Office

AFS Interculture South Africa is a volunteer-based organisation. There are certain roles and responsibilities a volunteer must be willing to be accountable for while staff has a different set of responsibilities they must fulfil. In the end, the goal is the same: to provide intercultural learning opportunities for young people and in doing that, to build a more just and peaceful world.

| Tasks of a chapter   | Tasks of the National Office   |
|--|--|
| <ul style="list-style-type: none"><li>∅ Host Family Recruitment</li><li>∅ CPO Finding &amp; Relations</li><li>∅ School Relations</li><li>∅ Recruitment of sending participants</li><li>∅ Support of hosted participants</li><li>∅ Run Orientations</li><li>∅ Organise Fun events</li><li>∅ Fundraising</li><li>∅ Recruitment of new volunteers</li></ul> | <ul style="list-style-type: none"><li>∅ Communication with international partners</li><li>∅ New programme development</li><li>∅ Marketing &amp; Fundraising</li><li>∅ Coordination of all AFS activities:<ul style="list-style-type: none"><li>- Finances &amp; Administration</li><li>- Volunteer Support &amp; Trainings</li><li>- Organisational Development</li><li>- Hosting, Sending and Support for school-based &amp; 18+ Programmes</li></ul></li></ul> |

The chapters need to involve themselves in all activities mentioned above in order to function well and maintain a level of activities at all times. The National Office coordinates the volunteers' activities, provides support and maintains an overview of the work and the needs of the organisation.

### Responsibilities of a chapter

- Hold at least quarterly chapter meetings and submit minutes to the National Office
- Hold annual general meeting of its member and elect not less than three officers annually
- Advise changes within the chapter office holders when they occur to the Board / National Office
- All members must agree on and act according to the code of conduct for volunteers
- Keep monthly contact person reports on each participant hosted in the chapter; these records must be kept for three years
- Provide full particulars of its membership at the beginning of each financial year and thereafter on a quarterly basis, of any changes therein
- Abide by the guidelines for chapter finances and provide accurate and timely information regarding all movements on the chapter account
- Abide by the rules and regulations set out by AFS Interculture South Africa and maintain the international AFS quality standards at all times

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## Chapter Meetings

According to the constitution of AFS Interculture South Africa, each chapter needs to meet at least quarterly. Nevertheless monthly meetings are strongly recommended to keep up to date with chapter activities and in order to accurately balance the banking account on a monthly basis. Among other topics, the meetings shall include the receipt of accounts for the approval of payment for any moneys, the consideration of minutes and motions for discussion made by members. Every chapter meeting needs to be recorded in writing and the minutes shall be submitted to the National Office (Claudia & Moira) within fourteen days, either via Email or Fax.

In addition to these regular meetings, each chapter shall hold an annual general meeting of its members, which needs to be properly convened by giving at least two weeks notice to all members of the chapter. Each chapter shall annually elect not less than three officers; these shall include a chairperson, a treasurer and any other portfolios that may be decided by the chapter. Moreover, the chapter elects its representatives to the National Annual General Meeting (AGM) of AFS Interculture South Africa.

## AFS Chapter Structure

### The chapter and its volunteers

A chapter can be started with only three people, but the more volunteers you can add to your chapter, the more you are able to assign specific tasks they enjoy. The more people you have helping with orientations, support, host family recruitment and publicity, the easier the load is on everybody. Recruit people into your chapter that have skills you need (e.g. media relations, school contact, counselling), but also invite anyone to a meeting who wants to help; we are sure to find a job for them! We welcome all skills levels into the AFS family!

Where can chapters find volunteers?

- Returnees from AFS programmes
- Host or sending family members
- Teachers and school contacts
- Schools and NGO's
- Corporations and offices
- Friends and relatives
- ...And many other places!

### **The member who never came back**

Dear Secretary,

It amuses me to think that your organization spends so much time looking for new members when I was there all the time. Don't you remember me?

I am the person who came to every meeting but to whom nobody paid attention. I tried to be friendly, but everyone seemed to have his own friend to talk to and sit with. I sat down with some unfamiliar faces several times, but nobody paid much heed to me. I hoped someone would ask me to join a committee, or somehow participate, but no one did.

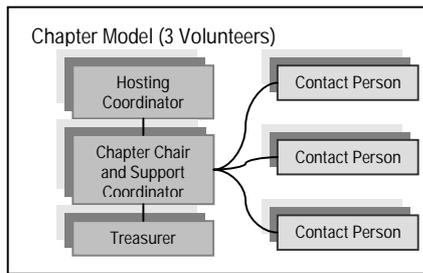
Finally, because of illness, I missed a meeting. No one asked where I had been. I guess it didn't matter whether I was there or not.

Who am I? I am the member who never came back.

*Courtesy: The Rotarian*

### Roles within the chapter

All members of a chapter shall be encouraged to take on a certain role. There may be volunteers who take more than one, and there may be chapters with too few members to cover all of them. Even if some members may not have the time to take the responsibility of committing themselves to a formal position in the chapter, there are still a lot of ways in which these volunteers can make a positive contribution within the chapter.

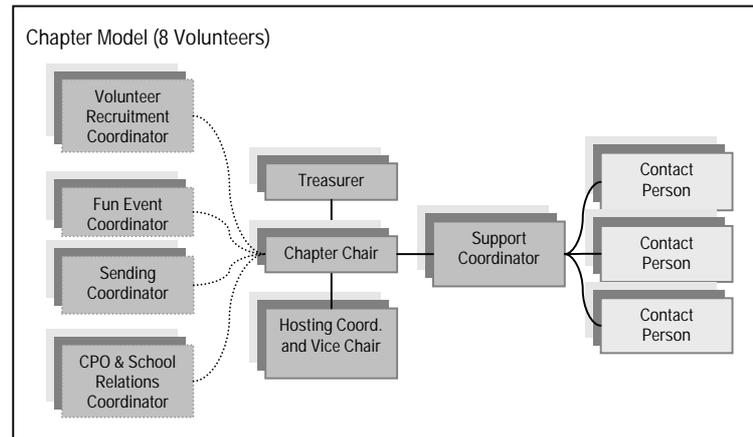


Some basic roles within the chapter are:

- Chairperson and Vice Chairperson
- Treasurer and Secretary
- Support Coordinator
- Hosting Coordinator
- Sending Coordinator

Other possible and useful portfolio:

- CPO & School Relations
- Fun-Event Coordinator
- Volunteer Recruitment
- Orientation Facilitator
- PR & Marketing
- Fundraising
- Welcome & Farewell committee



The 'chapter models' above show some possibilities of how a chapter could be organised. They are in no way a requirement and may be adjusted to the resources and needs of the individual chapter. However it shall be ensured that all the volunteers are involved in the work the chapter is doing and that tasks and responsibilities are shared by a maximum number of volunteers.

### Delegation and work overload

There is an ever-present danger that volunteers will reach a stage of burn out, particularly in an organisation such as AFS Interculture South Africa that is developing at a rapid rate. If you as a volunteer feel that you are pushing yourself to far or that you are being pushed by other volunteers or staff of the organisation, please speak to your chairperson or staff member about this. The intention of AFS Interculture and its members is to support you and to ensure that you are enjoying your work as a volunteer.

Some tips to reduce individual volunteer workload:

- Delegate work and responsibilities to other volunteers
- Encourage chapter members to take on chapter roles
- Narrow individual portfolios and increase the number of portfolios
- Involve everyone in the chapter, e.g. in recruiting and supporting host families

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## Chapter Portfolios

### Chairperson

- Coordinate chapter activities and provide leadership among volunteers in the chapters
- Prepare the agenda of meetings together with the secretary and chair the meetings
- Liaise with the various chapter members and act as a mediator if necessary
- Ensure that the chapter undertakes its tasks according to the chapter's responsibilities, such as holding interviews and orientations for all programmes
- Ensure that the chapter is meeting the programme goals (numbers) set by the chapter
- Report regularly to the Board / Regional & National Office / other volunteers
- Represent the chapter at National AFS Events

### Treasurer

- Assist in opening a bank account and forward account details to the National Office
- Keep accurate financial records and accounts of the chapter finances
- Submit chapter accounts and receipts to the National Office in February and August each year and write an annual financial report on the chapter finances
- Pay all approved accounts and handle reimbursement of volunteers
- Assist with drawing up a budget for use of the chapter money

### Secretary

- Keep a calendar of AFS events (National and Local) and keep this updated
- Prepare the agenda of the chapter meeting together with the chapter chairperson
- Keep accurate minutes at meetings and distribute these to all chapter members and the National Office
- Keep updated records of material relevant to the chapter and all chapter member details as well as historical and current details of all students sent from and hosted in your chapter
- Ensure that all members receive invitations to social events, orientations and the chapter AGM

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## Support Coordinator

- Overlook a pool of contact persons and ensure that they are all in regular contact with their participants
- Ensure that you get a monthly feedback and contact person report from each contact person
- Provide support to the participants, their host families and the contact persons in difficult issues
- Inform the chapter chairperson and the National Office of any important issues
- Ensure that each Contact Person has received the Contact Person Training and Manual
- Coordinate or delegate the orientations hold in the chapter (for participants & host families)
- Ensure that previous host families are contacted and supported after a family change has taken place

## Hosting Coordinator

- Coordinate the host family recruitment and the placement of participants in the chapter
- Work with the chapter members to determine hosting goals
- Monitor the host family finding and report to the National Office
- Arrange host family interviews, complete the interview form and send it to the National Office
- Keep an overview about the hosting process and follow-up with host families on forms and photographs
- Contact the host family to advise them of the placement, communicate with the National Office
- Maintain contact with the host family until the participant arrives (to prevent withdrawals) and organise host family orientations / meetings
- Arrange a welcome and farewell team at the airport / hostel
- Keep a record of past, current and future host families as well as short-term and emergency families
- Advise the National Office of host family changes (preferably before the change, otherwise within 24 hrs)

## Sending Coordinator

- Organise the sending of participants from the chapter perspective
- Constant recruitment of sending participants, e.g. conduct information evenings or school presentations
- Keep presentation material updated
- Organise and coordinate selection activities as well as pre-departure and post-return orientations
- Arrange family interviews, complete the interview form and send it to the National Office
- Keep an overview about the sending process and follow-up on forms and photographs
- Support the participant and natural family before departure (e.g. applying for passport, giving advice)
- Arrange a welcome and farewell team at the airport
- Keep contact with the family and the participant during the exchange
- Encourage the participant to get involved in the chapter and become a volunteer

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## Financial Guidelines

### Banking Account

Every AFS chapter must have a bank account and must submit the account details to the National Office. The bank account must be opened in the name of AFS Interculture South Africa and should include the chapter name. There must be two signatures for each bank account. The signatories may not be related. Further information is included in the Local Chapter Accounting Guidelines as part of the chapter file.

The bank account needs to be balanced monthly by the accounts manager at the National Office and a report is sent to the National Board. The moment expenses are not accounted for questions are going to be raised. It is important to inform the National Office of all expenditure on the chapter account as soon as they have occurred!

### Chapter Income

There are three possible sources of income for AFS chapters:

- Bi-annual payments by the National Office: these payments are amounts given to the chapter to support hosted and sending participants and contains administrative as well as orientation costs. The amounts per participant are standardised (see chapter budget, an overview is part of the chapter file).
- Donations: these may be from families, sponsors, companies or any other source. These payments must be correctly documented and recorded as donations.
- Fundraising: Chapters may raise funds by organising events, raffles, etc. The reason for funds must be openly stated (e.g. sending scholarships, pocket money for disadvantaged students). The money must be deposited into the chapter account and correctly recorded as money that has been fundraised.

The National Office must be informed of any amounts of money that have been fundraised or donated.

### Use of chapter money

Chapter money may only be used for chapter purposes, and must be used to benefit participants.

- Funds may be used for the purpose of orientations or social occasions for participants and families. The cost for volunteers attending these occasions may also be covered out of the amounts provided.
- Limited funds may be used for birthday presents, farewell and welcome presents for participants.
- Limited funds may be used for presents, flowers and thank you cards for volunteers
- Volunteers may claim an amount for administrative cost (petrol, telephone, photocopies etc.). This amount is stipulated in the chapter budget.
- Funds may be used for scholarship or pocket money for sending students. Please note that this must be a chapter decision!!!
- Funds may not be used for any occasions not only benefit volunteers.
- Any money that is fundraised or donated for a certain purpose must be used for that purpose.
- The National Office, the Board or the external auditors may at any time request an audit of the chapter accounts. The chapter treasurer must keep accurate records of all financial transactions, and must provide the National Office with these records and receipts in February and August of each year.

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## National Events & Trainings

### Annual General Meeting

AFS Interculture South Africa holds an Annual General Meeting (AGM) once a year (at present in May). All chapters are asked to elect a certain number of their members to attend this meeting, preferably at their chapter AGM. Volunteer training opportunities are an important part of the AGM weekend, but the essential content is the election of the Board members and the voting on motions, which can be brought up by volunteers.

### Training Events

From time to time, there will be opportunities for volunteers to participate in training events. Ideally, either staff from the National Office or experienced volunteers will deliver pertinent trainings and all active volunteers are expected to attend. Please inform the National Office of any training need that is identified within your chapter.

## Orientations

### AFS Orientation Framework

Orientations are an important part of the AFS exchange experience. Like any other AFS partner in the network, AFS Interculture South Africa conducts several orientations for its participants – for those who are going abroad as well as for those who are hosted in South Africa. The orientations provide some structured support and practical experience. In addition to that, they engage the participants' intellectual abilities to help them understand their experiences in a larger context of intercultural education and global awareness.

### National Orientations

There are national orientations (organised by the National Office) for all participants of an exchange group (Arrival, Weltwaerts Midstay, End of Stay and most of the Sending orientations), whereas some orientations are organised in the chapters (Post-Arrival, Midstay, Pre-Return, Pre-Departure as well as Host Family orientations).

The Orientation Year Plan with all national orientations will be shared with the volunteers at the end of the previous year. They will be asked to indicate which orientations they would like to be part of and to sign up for a specific role (such as camp leader, facilitator, airport helper and logistics helper). The facilitators are planning the content of the orientation and conduct the orientation itself. By signing up, they commit to take part in a telephone / skype conference prior to the orientation and to write an orientation report afterwards.

Volunteers participating in national orientations are able to claim transport costs to and from the orientation. We will reimburse only to the value of the cheapest available transport, such as bus or mini bus taxi fares.

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## Orientations in the chapter

There is a range of orientations, which are organised and planned by each chapter. It is the responsibility of each chapter to ensure that these orientations are held for all their participants and host families and that an orientation report is forwarded to the National Office. Funds for these orientations are part of the chapter budget. It might however make sense for smaller chapters to combine some of the orientations with other chapters within the Region.

### Host Family Orientations

- Pre-Arrival Orientation (a few weeks before the participants' arrival)
- Midstay Orientation (half way through the stay)
- Post-Return Orientation (a few weeks after the participants' return)

### Participant Orientations

- Post-Arrival Orientation (a few weeks after the participants' arrival)
- Midstay Orientation (half way through the stay)
- Pre-Return Orientation (a few weeks before the participants' return)
- Pre-Departure and Return Orientations for Sending participants

### CPO Orientations

- Orientations for Community Service Organisations within the chapter

The National Office provides handbooks and material that may help to organise and plan the orientations.

## About the Chapter File

In the absence of a Volunteer Internet Platform which is accessible to all our volunteers, the National Office provides each chapter with a chapter file, which includes all information necessary to undertake the chapter tasks according to its responsibilities. Among others, the chapter file contains the following documents:

- Constitution of AFS Interculture South Africa
- Chapter Handbook and Volunteer Welcome Handbook
- Code of Conduct and Registration Form for new volunteers
- Chapter Account Guidelines and Chapter Budget
- Host Family Handbook, Interview and Application Form
- Sending Inquiry, Interview and Application Form
- Contact Person Manual, Monthly Contact Booklet and Report Sheet
- Transport, Activity and Medical Waivers / Claim Forms
- CPO Application Form and Orientation Suggestions
- Global Family and Volunteer Newsletter

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## Appendix: AFS Policies

### AFS International

The following policies apply to all partner offices and all participants on AFS programmes:

1. AFS is an educational organization, not a travel agency. By providing opportunities for intercultural learning, AFS benefits programme participants, schools, communities and helps to promote global education. Through a variety of structures experiences, AFS strives to achieve its learning objectives. Based on these objectives, the AFS learning experience helps participants and those with whom they come in close contact to acquire useful skills, attitudes and knowledge for coping sensitively and intelligently with the urgent challenges of the global community.
2. All participants, their natural parents and host families will be interviewed. Their screening will be fairly conducted in accordance with AFS guidelines.. These guidelines are based on experience and research; they emphasize adaptability, suitability and interest in the goals and purpose of AFS.
3. Participants will receive their placement information before their departure for the host country. This information will include materials of a practical nature about the host country.
4. To facilitate the adjustment to and the learning from the experience, AFS will provide participants, natural parents, host families and schools with information about the organization and an orientation to the programme in which they are participating at different points before, during and after the AFS experience.
5. Support from AFS volunteers or staff will be available to participants and host families throughout their experience as needed.
6. Natural parents will be informed by AFS in a timely fashion of circumstances noticeably affecting the health or welfare of their son/daughter. In case of emergency or situations affecting the health and welfare of participants. AFS will use its best judgement to act in the best interest of participants.
7. AFS member organisations are not-for-profit. Their fees will be based on reasonable costs for providing the services outlined in the participation agreement according to these quality standards. They will include the cost of maintaining the support structure and may contain a contribution to programme and participant diversity (in the form of scholarships or subsistence allowances). The final terms will be clearly spelled out at the time the participation agreement is signed. AFS Intercultural Programmes and the AFS member organisations publish reports annually, which provide information on the source and use of organisational funds.
8. Participation in AFS begins formally with the signing of an AFS participation agreement. This agreement is essentially identical for all participants on a given programme from any given country except potentially for different fees to different conditions.
9. AFS may send participants home early for failure to comply with the terms and conditions of participation as spelled out in the participation agreement.

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## AFS Interculture South Africa Policies

The following policies apply to participants and volunteers in South Africa

1. Students are prohibited from drinking any alcohol at Orientations
2. Volunteers may not communicate internationally with ANYBODY related to AFS. This means that should a volunteer receive a letter /call / e-mail from a natural parent of a hosted student / a volunteer from another country / international staff etc. it should be reported to the national office immediately and should not under any circumstances be answered by the volunteer
3. Volunteers who have had their driving licences for less than 2 years may not provide transport to students at official AFS functions / events (e.g. farewells, orientations etc.)

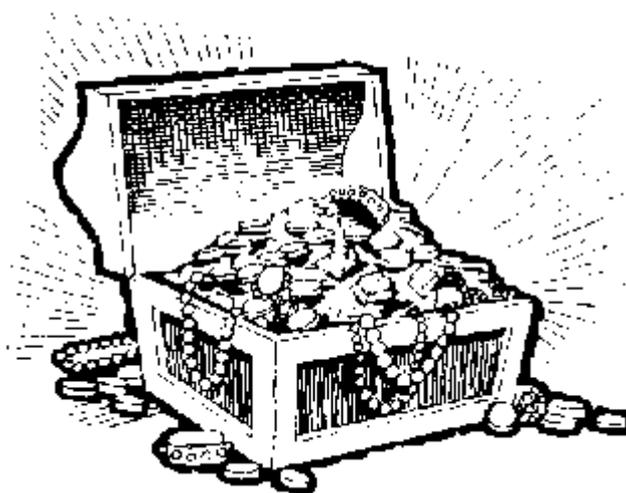
Appendix: What is the right job for me in my chapter?

| Contact Person   |  |
|--|--|
| What is the role of that job?  | The contact person is the immediate AFS contact for every AFS-participant and host family. If difficulties arise, she or he is the first to hear about them and seeks to find solutions. Ideally, there are different contact persons for participants and host families.  |
| What are the 'ToDos'?  | Ideally the CP does the initial interview at the host families house<br>Contact participant / host family once a month (In the beginning face to face, if possible) and send short report form to the office<br>Be a 'friend' (person of trust) for the student<br>Help in case of conflicts between student and host family |
| What material is needed?   | Contact Person Manual (provided by the office)<br>Forms for the monthly contact  |
| What training is provided?   | 2-3 hr contact person training at various AFS meetings, not mandatory  |
| What kind of person would possibly fit best into the job? What are the requirements? | Empathy, patience<br>Good listener<br>Good in calming down conflicts<br>Self confidence<br>Ability to read between the lines<br>Awareness for intercultural differences  |
| How much time is required for the job?   | 2 hr / month (more in a conflict situation)  |
| What support comes from the office?  | Help if you feel not able to handle the conflict & and an open ear   |

| Chapter Chair  |  |
|--|--|
| What is the role of that job?  | The Chapter Chair coordinates the chapter's activities and provides leadership to the chapter.   |
| What are the 'ToDos'?  | <p>Make sure there are chapter meetings on a regular basis, which minutes are written and forwarded to the national office.</p> <p>Overall coordination of the chapter</p> <p>Keep the records, lists, bookshelf of material</p> <p>Report regularly to board/office/other volunteers</p> <p>Monitor all activities such as interviews, support cases, fun events etc.</p> <p>Other volunteers report back to chapter chair</p> <p>Represent the chapter at national events (or delegate this)</p> <p>Assist Chapter members to work together as a team</p> <p>Ensure that volunteers are trained/informed enough</p> <p>Chapter development (ask for training if needed, looking and integration of new volunteers ...)</p> |
| What material is needed?   | <p>Year calendar of events</p> <p>Address lists of volunteers, participants, staff etc.</p> <p>Access to all handbooks and forms</p> <p>Archive of what has happened in the past</p>   |
| What training is provided?   | <p>Introductory Session: Chapter Chair</p> <p>Leadership-Session at the Annual General Meeting</p>   |
| What kind of person would possibly fit best into the job? What are the requirements? | <p>Ability to lead</p> <p>Enjoy responsibility</p> <p>Able to coordinate</p> <p>Able to keep track of on goings</p>  |
| How much time is required for the job?   | 2-5 hr per week  |
| What support comes from the office?  | <p>Monthly call from the office</p> <p>Training</p> <p>Material, forms, handbook</p> <p>Data and Updates on that</p>   |



| Treasurer  |  |
|--|--|
| What is the role of that job?  | Handle the finances of the chapter. The treasurer may not be the same person as the chapter chair.   |
| What are the 'ToDos'?  | Handle reimbursement of volunteers<br>Record chapters finances<br>Send slips to the office<br>Write annual financial report on the chapter's finances  |
| What material is needed?   | Overview from Finance Manager at National AFS Office   |
| What training is provided?   | Learning by doing, in close contact with Finance Manager at the National AFS Office  |
| What kind of person would possibly fit best into the job? What are the requirements? | Enjoy working with numbers and book keeping<br>Accuracy with money and books   |
| How much time is required for the job?   | < 2 hr / month   |
| What support comes from the office?  | Monthly statement from the National Office about the AFS chapter account status<br>Guidelines how it works from Finance Manager at the National Office |

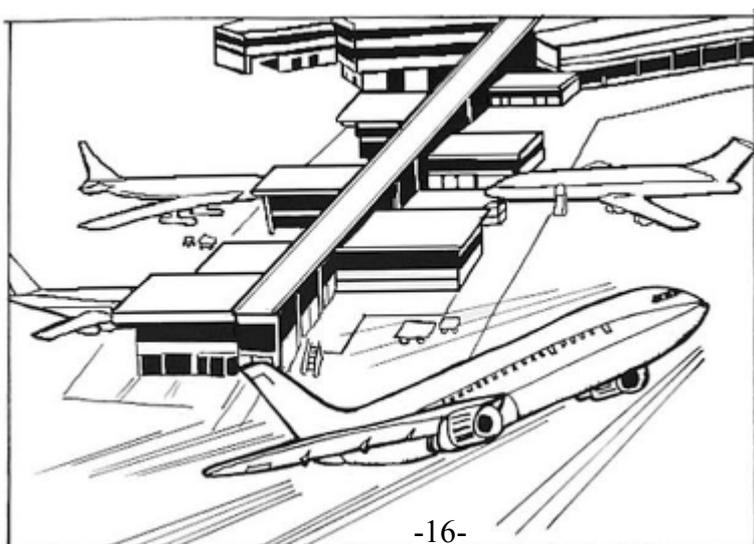


| Hosting Coordinator  |   |
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| What is the role of that job?  | Coordination of the host family recruitment and the participant placement in the chapter  |
| What are the 'ToDos'?  | Organize recruitment within the chapter and keep an eye on who does what<br>Press contact for host family finding<br>Communication with the office in placement matters<br>Contact for host families before the students arrive and organize host family orientations/meetings<br>Keep overview about the hosting process: profiles, application etc. |
| What material is needed?   | Access to students' applications and travel information<br>Host family application and host family interview forms<br>Host family handbook  |
| What training is provided?   | Best Practice Exchange on Host family finding   |
| What kind of person would possibly fit best into the job? What are the requirements? | Someone who likes to find host families<br>Someone older, who is respected by the families<br>Ability to motivate others  |
| How much time is required for the job?   | 1-4 hr / week   |
| What support comes from the office?  | Material<br>Support and an 'open ear'   |



**Do you have an empty spot in your family?**

| Sending Coordinator  |   |
|--|---|
| What is the role of that job?  | Organize the sending of students from the chapter perspective.  |
| What are the 'ToDos'?  | Organize recruitment and school presentations (and do them)<br>Keep presentation material updated<br>Organize pre-departure orientation<br>Organize or coordinate sending interview<br>Organize sending-family orientation and be first contact for them<br>Be first contact for student's questions<br>Organize re-integration orientation |
| What material is needed?   | Access to students' applications<br>Sending timetable and programme information   |
| What training is provided?   | Sending Workshops (at Annual General Meeting for example)<br>Best Practice Session on Sending   |
| What kind of person would possibly fit best into the job? What are the requirements? | Someone who can deal well with students<br>Someone who knows about the school system<br>Someone who makes a reliable and trustworthy impression on the sending parents  |
| How much time is required for the job?   | 1-4 hr / week   |
| What support comes from the office?  | Shared and divided fields of responsibilities<br>Material<br>Support and an 'open ear'  |



| Support Coordinator  |   |
|--|---|
| What is the role of that job?  | Coordinates the support of the participants and host families in the chapter once they have arrived.  |
| What are the 'ToDos'?  | <p>Make sure every participant and host family has a Contact Person</p> <p>Keep an overview on how all the hosted participants and families are doing</p> <p>Fallback position for CPs</p> <p>Travel coordination for participants with office</p> <p>Coordination or delegation of orientations in the chapter</p> |
| What material is needed?   | <p>Data of participants and host families</p> <p>Host family handbook</p> <p>Orientation handbook</p> <p>Workshop Scripts to facilitate contact person trainings (if wanted in the chapter)</p>   |
| What training is provided?   | <p>Contact person training</p> <p>Best Practice session for contact persons</p> <p>Various workshops on Intercultural Learning (Communication, Conflicts)</p>   |
| What kind of person would possibly fit best into the job? What are the requirements? | <p>Experience as a contact person</p> <p>Some knowledge of AFS structure and procedures</p> <p>'Intercultural fitness'</p> <p>Conflict solving skills</p> <p>Patience and understanding</p> <p>Feel comfortable with bigger groups (for training sessions)</p>  |
| How much time is required for the job?   | 1-5 hr/week (depending on chapter and number of support cases)  |
| What support comes from the office?  | <p>Support in support cases</p> <p>Trainings</p> <p>Needed material</p>   |

| Fun Event Coordinator  |   |
|--|---|
| What is the role of that job?  | To organize fun events for the volunteers, participants and host families   |
| What are the 'ToDos'?  | Organize one event every 2 months (event itself, invite participants, families, volunteers, phone calls, maybe organize transportations...)<br>Send announcement/ article to the office to put it into the newsletter |
| What material is needed?   | Address list of chapter members<br>Good knowledge of 'What's there to do?'  |
| What training is provided?   | Learning by doing   |
| What kind of person would possibly fit best into the job? What are the requirements? | Outgoing & creative person that has fun organizing events   |
| How much time is required for the job?   | 1 hr per week / Event (depending on events)   |
| What support comes from the office?  | Generally not necessary, unless for regional events that go beyond the chapter boundaries   |



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