

Every GLSEN Chapter shall have a governing body; known as the Board of Directors (“Chapter Board”). The Chapter Board members are the stewards of the programmatic and administrative functions of the Chapter. Boards must manage the affairs of the Chapter in accordance with the Chapter Manual. Required positions for Chapter Boards include the two Chairs, a Treasurer and a Secretary. Suggested roles include Volunteer Manager and Social Media Strategist. Sample job descriptions for these required positions and a few other common positions are included below.

All Chapter Board members are responsible for the following tasks:

- Serving as the local representatives of GLSEN in advancing the organization’s mission.
- Strategic planning for and implementation of Chapter programs and operations.
- Completion of annual accreditation process.
- Governance oversight to ensure that the Chapter is properly managed.
- Stewardship of financial contributions to the Chapter;
- Chapter compliance with GLSEN Bylaws and adherence to all organizational policies and practices.

**Service on a GLSEN Chapter board of directors is without remuneration, except for administrative support, travel, and accommodation costs in relation to board**

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## Communication with GLSEN National

All Chapters are supported by the Field Services Department. Field Services connects Chapters to other departments that support local Chapter organizing. Support includes strategic planning assistance, periodic updates on organization activities, resource development, best practices and policy support. The Chair(s) serves as representatives of the Chapter to the National office.

- [Chapters@glsen.org](mailto:Chapters@glsen.org)  
Chapters should communicate with the National office anytime they have a question or concern by emailing [Chapters@glsen.org](mailto:Chapters@glsen.org).
- **Chapter Organizer**  
Every 1<sup>st</sup> and 15<sup>th</sup> of the month, or the closest work day, the Field Services Department sends out the *Chapter Organizer*. This newsletter is sent out to all Chapter Board members and highlights of the most important events, resources, Chapter work and announcements.
- **Chapter Chair Connect**  
Every 8<sup>th</sup> or 22<sup>nd</sup> of the month, or closest work day, the Field Services Department sends out the *Chapter Chair Connect*. This email only goes out to Chapter Chairs and includes high level announcements, reminders and information regarding upcoming GLSEN Campaigns to inform local strategy.
- **Chapter Facebook Group**  
The GLSEN Chapters Facebook group is a forum for GLSEN Chapter Board Members and staff to support each other by sharing ideas, best practices and resources. In addition to GLSEN-specific materials, Board Members can post materials related to our organization’s mission, such as LGBT youth news, and to ask open questions to other members of the group. All comments should be made in the spirit of collaboration and be framed in a respectful way that lends to ensuring a safe virtual place for everyone.

## Chair(s)

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Chair(s) provide programmatic and operational leadership to their GLSEN Chapter. The Chair(s) will support and develop a structure that aids the sustainability of the work of the Chapter, and provide governance leadership and strategic fundraising support to board members. Chairs will serve a two-year term and are eligible for re-appointment. Responsibilities should be split between the two Chairs at the start of their work together with clear understanding of which roles and responsibilities fall to each individual.

### Responsibilities:

#### Leadership

- Establish and uphold requirements set out by GLSEN, including those in the Chapter Bylaws, Diversity Statement, Volunteer Code of Conduct and Chapter Manual.
- Ensure that all work is guided by Chapter principles of Visibility, Sustainability and Accountability.
- Make certain that the Chapter Board has necessary officers with clearly defined roles and responsibilities.
- Plan, preside over, and facilitate board and committee meetings.
- In the absence of a Volunteer Manager, actively engage and energize periodic volunteers, board members, event committees, alumni, partnering organizations and funders.
- Develop, maintain, and support a strong board of directors by working with Volunteer Manager to execute volunteer recruitment events and social media campaigns.

#### Oversight and Compliance

- Ensure successful submission of annual Chapter accreditation and quarterly Chapter tracking tools and other nationally-required documentation.
- Work with the Treasurer of the Board to ensure that appropriate financial reports are made available to the Board on a timely basis.
- Ensure sound fiscal management.

#### Programming

- Coordinate Chapter strategic planning process (including identification of community needs) to set clear, attainable, and measurable program goals that will support GLSEN's mission and meet community needs.
- Lead process to select annual programs as part of the annual accreditation process.
- Review outcomes and metrics created for evaluating local impact with help of GLSEN Research (whenever necessary)
- Act as default spoke person for the Chapter. Chair(s) respond to e-mail, phone, and press requests. Whenever necessary, the Chapter Chair will reach out to GLSEN's National Office for media support.
- Develop and manage relationships and communicate with: funders, partners, and other stakeholders
- Coordinate annual/periodic meetings with active board members to assess their performance recommit their continued involvement and assess board role vs. interests.
- Serve as primary liaison(s) between Chapter and GLSEN National office.

## **Fundraising**

- In collaboration with Board, generate ideas for fundraising events that help raise projected revenue outlined in Accreditation Budget.
- Encourage Chapter board members to make an annual contribution that is commensurate with their capacity.
- Identify, cultivate, solicit, and steward major individual donors, corporate, and/or foundation gifts.

## **Qualifications:**

- Strong commitment to GLSEN's mission.
- Experience in community organizing, business, government or the nonprofit sector.
- Previous experience and success as a nonprofit board member or board chair.
- Savvy diplomatic skills and a natural affinity for cultivating relationships and persuading, convening, facilitating, and building consensus among diverse individuals.
- Excellent written and oral communication skills coupled with natural affinity for public speaking.
- Personal qualities of integrity, credibility, and a passion for improving the lives of GLSEN's constituents.

## **Useful Resources:**

- Model Operating Plan
- Committee Based Chapter Model
- Event Insurance Form
- Chapter Principles

## Treasurer

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The Treasurer is the chief financial officer and chief accounting officer of the Chapter. Subject to the direction and control of the Chapter Board, the Treasurer shall have general charge of the financial affairs of the Chapter and such other powers and duties as are usually incident to the office of Treasurer, or vested in that office by the Chapter Board or the Chapter Manual.

### Responsibilities:

- Work with the Chairperson of the Board to ensure that appropriate financial reports are made available to the Board on a timely basis.
- Make deposits to the local bank and send Deposit Log to National office.
- Submit Check Request/reimbursement Forms to National Office.
- Ensure reporting accuracy and that National properly processed all income and expenses.
- Share financial reports and bank balance with board at minimum on quarterly basis.
- Work with Co-Chairs to prepare the accreditation annual budget, committee budgets, and presenting the budget to the Board for approval.
- Maintain records of quarterly and annual reports GLSEN National sends Chapter.
- Approve Chapter programming fee assessment on a quarterly basis.
- Act as point person for questions about grants and documentation surrounding their conditions and any restrictions.

### Qualifications:

- Strong commitment to GLSEN's mission.
- Prior exposure with finance/bookkeeping.
- Personal commitment to devote the time necessary to perform the responsibilities of Treasurer.
- Some understanding of financial accounting for nonprofit organizations.

### Useful Resources:

- UAP Guidelines and related documents
- Online Store Discount Explanation

## Secretary

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As a Secretary of the Board, the general responsibilities of the position include ensuring that accurate and sufficient documentation exists to meet legal requirements, and to enable authorized persons to determine when, how, and by whom the board's business was conducted. In order to fulfill these responsibilities the Secretary records minutes of meetings (including motions and votes), ensures their accuracy, and availability, proposes policies and practices, submits various reports to the board and performs other duties as the need arises and/or as defined in the bylaws.

### Responsibilities:

- Provide items for the agenda as appropriate. In the absence of the Chairperson and Chapter Director, the Secretary calls the meeting to order, presiding until a temporary chairperson is elected.
- Ensure that accurate minutes of meetings are taken and approved. Requirements of minutes may vary with the jurisdiction but should include at a minimum: date, time, location of meeting; list of those present and absent; list of items discussed; list of pending action items with person(s) responsible; list of reports presented; text of motions presented and description of their disposition.
- Send meeting minutes to the board within 48 hours of meetings.
- Sign the final, approved minutes and ensure that this copy is maintained in the records.
- Learn how to use Blue State Digital (in the absence of a communications/social media board member) and sends BSD emails promoting GLSEN's work.
- Ensure records of the organization are maintained as required by law and made available when required by authorized persons. These records may include founding documents, (articles of incorporation), lists of directors, board and committee meeting minutes, financial reports, and other official records.
- Ensure that official records are maintained of members of the organization and Board. The Secretary ensures that records are available when required for reports, elections, other votes, etc.
- Ensure that an up-to-date copy of the bylaws is available at all meetings.
- Manage the general correspondence of the Board of Directors except for such correspondence assigned to others.

### Qualifications:

- Strong commitment to GLSEN's mission.
- Detail oriented and highly organized.

### Useful Resources:

- BSD Basic Admin Training, video, manual and other BSD trainings

## Volunteer Manager

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The Volunteer Manager recruits, screens (interviews, processes background checks), trains, and manages volunteers that assist in the execution of local GLSEN programming. The Volunteer Manager routinely assesses the Chapter's need for volunteers and develops an action plan to fill these needs. The action plan may include but is not limited to promotion via BSD emails, social media and community events.

### Responsibilities:

- Lead in the recruiting, screening, interviewing and training of new volunteers.
- Assist Chapter Board in identifying volunteer projects through needs assessment and ongoing communication with Chapter Board.
- Work with BSD or technology (Social Media Board Member) to raise awareness about Chapter's needs for volunteers.
- Manage the background check process and records at the local level.
- Submit information about any volunteers who hope to serve on the Board or to work with youth to National staff for completion of background checks.
- Review volunteer interest and assign appropriate short term tasks or long-term roles.
- Distribute Volunteer Code of Conduct, Ethics Policy and Board Member Agreement and ensure signed copies are returned to appropriate Board member.
- Provide assistance and consultation for volunteers as needed and when requested.
- Participate in volunteer evaluations as necessary.
- Assist with volunteer recruitment and appreciation events.
- Attend local tabling events that may attract volunteers (festivals, conferences, Pride).

### Qualifications:

- Strong commitment to GLSEN's mission.
- Experience recruiting, training, managing, and supporting groups of people to address community needs.
- Ability to build relationships and work with volunteers and community members
- Track record of planning and implementing events.
- Strong language and communication skills.
- Ability to give presentations to large groups.
- Desire to share GLSEN mission with the community.
- Ability to work with people from diverse backgrounds.

### Useful Resources:

- Board Member Agreement
- Global Volunteer Form and Volunteer Code of Conduct
- 'Welcome to GLSEN' Presentation

## Fundraising Coordinator

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Working in partnership with the Board of Directors, the Fundraising Coordinator is responsible for raising funds to cover the expenses of the Chapter, both operational and programmatic. The Fundraising Coordinator should will leverage key relationships and contacts and seek out innovative ways to raise funds to help the Chapter perform their work.

### Responsibilities:

- Identify, cultivate, solicit, and steward major individual donors, corporate, and/or foundation gifts.
- Draft and update acknowledgement letters (both print and online in BSD).
- Send acknowledgements to donors/organizations on a monthly basis, best practice to acknowledge within week of donation.
- Work with the National office to determine appropriate steps to process bequests, annuities, trusts and co-venture fundraising opportunities.
- Check with National office before submitting foundation/corporate grant applications.
- In collaboration with Board, generate ideas for fundraising events and campaigns that help raise projected revenue outlined in Accreditation Budget.
- Work with other Board members to track and document activities as needed for reporting requirements.
- Encourage Chapter board members to make an annual contribution that is commensurate with their capacity.
- Plan and execute fundraising events.
- Draft emails and updates in conjunction with Social Media Manager or Chairs using BSD as needed to promote fundraising events and campaigns.
- Assist Treasurer in maintaining accurate donor records.

### Qualifications:

- Strong commitment to GLSEN's mission.
- Excellent written/verbal communication skills.
- Background in or familiarity with non-profit fundraising.

### Useful Resources

- Corporate Support Template
- Grant Narrative Template
- BSD Basic Admin Training, video, manual and other BSD trainings
- Sample Acknowledgement Letters from the National Office
- GiveOUT Day Resources

## Social Media Strategist

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Working in partnership with the Board of Directors, the Social Media Strategist (SMS) will increase public awareness and engagement through various social media platforms. Through creative, clear and compelling web and social media communications the SMS will drive engagement and awareness of the Chapter's work. The SMS should represent the organization and our mission in a positive and productive manner while always seeking to cultivate collaboration and promote safe schools across the service area.

### Responsibilities:

- Follow organization-wide standards, policies and rules of engagement for social media.
- Develop and maintain a comprehensive social media strategy that increases visibility, promotes Chapter work and connects constituents with GLSEN National and Chapter materials and information online.
- Mentor and provide training to necessary individuals throughout the organization on best practices for creating, managing, monitoring, and developing content for social networks.
- Maintain constituent records on BSD.
- Create and manage E-communication calendar.
- Draft emails, newsletters and updates using BSD as needed to promote local events and National campaigns.
- Create ticket sales/fundraising pages on BSD whenever necessary.
- Assist Treasurer in maintaining accurate donor records.

### Qualifications:

- Strong commitment to GLSEN's mission.
- Demonstrated experience and passion for the social technology universe.
- Excellent written/verbal communication skills.
- Strong technical background and social media know-how.

### Useful Resources

- BSD Basic Admin Training video, manual and other BSD trainings
- BSD packages
- Website Webinar and Wiki
- GLSEN Facebook Page, @GLSEN, @GLSENResearch. @GLSEN\_Education twitter handle feeds

## Professional Development Coordinator

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The Chapter Professional Development (PD) Coordinator will work closely with local schools/districts, the Chapter and the GLSEN Senior Education Manager to plan, implement and report on GLSEN PD workshops for local educators. They will be responsible for program management, community outreach, workshop planning and facilitator support. The Chapter Professional Development (PD) Coordinator does not have to be a certified GLSEN Trainer.

### Role and Responsibilities:

- Program Management:
  - Work with Chapter Board to set and follow PD strategic plan, including analysis of community needs, Chapter capacity and funding opportunities.
  - Develop a fee structure and sign-up form for formal PD requests.
  - Track and report workshop outcomes to Chapter Board and GLSEN National on a quarterly basis. Reports are expected to include number of PD workshops, number and type of participants, length and agenda themes.
  - Work with Fundraising Coordinator, or Chair(s) to secure grant support for PD workshops, if necessary.
  - Communicate with GLSEN Education Manager to share success stories and for needed support and problem solving.
- Facilitator Support:
  - Communicate regularly with facilitator cadre regarding upcoming workshops, Chapter events, professional growth opportunities, new GLSEN research and materials, community needs, etc.
  - Observe and provide feedback to facilitators, when possible.
  - Provide in-person professional growth opportunities for facilitators. It is strongly suggested that facilitator meetings are held 3-4 times a year.
  - Analyze Chapter facilitator needs and nominate potential TOT participants, when appropriate.
  - Acclimate newly certified GLSEN PD Facilitators to the Chapter and prepare them for work with local educators.
- Community Outreach:
  - Represent the GLSEN Chapter with local schools/districts in formal (meetings/presentations) and informal (event tabling/networking/social media) ways.
  - Lead Chapter marketing and outreach efforts pertaining to PD workshops.
  - Engage with local media to highlight PD workshops.
- Workshop Planning:
  - Work with client to select PD workshops date(s), times, location, fees and other logistics.
  - Select co-facilitators for workshop.
  - Create agenda, PPT and handouts, based on client needs, using established GLSEN materials.
  - Prepare materials for facilitators prior to workshop.
  - Follow-up with client and facilitators after the workshop.

# GLSEN® | Chapter Roles & Responsibilities

- Analyze, summarize and share participant feedback data with client.
- Complete administrative tasks, as needed. These may include vendor and facilitator payments, data tracking, etc.

## **Requirements:**

- Strong commitment to GLSEN's mission.
- Capacity and willingness to lead ongoing Chapter PD efforts.
- Understanding of the need for and impact of PD for local educators.
- Understanding of the needs of local LGBT students, with particular attention to their multiple identities.
- Knowledge of local community needs and resources.
- Strong communication skills and ability to connect with clients, GLSEN staff, facilitators and community organizations.

## **Useful Resources:**

- GLSEN Certified PD Facilitator Facebook Group
- GLSEN PD Manual
- GLSEN Educator Network

## GSA Liaison

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The GSA Liaison is the primary point of contact from and to area Gay Straight Alliances or similar clubs and their faculty advisors. The GSA Liaison connects the GSAs to GLSEN resources and activities as appropriate and ensures that the Chapter is informed of ongoing GSA work, both successes and challenges.

### Responsibilities:

- Maintain updated list of area GSAs, including contact information for student leaders and advisors.
- Share information with GSAs about GLSEN's Jump-Start Guide, Days of Action and other national and local activities and resources relevant to GSA organizing.
- Make regular contact, at least once a month, with the GSA advisor to keep updated on club progress and activities.
- Coordinate with GSA Advisor to schedule a visit each semester to provide support and resources to each club.
- Envision, plan and carry out events focused on GSA best practices and networking in partnership with other Chapter Board members as appropriate.
- Share information about GSA activities, both successes and challenges, with Chapter Board and GLSEN National.

### Qualifications:

- Strong commitment to GLSEN's mission.
- Passion to talk with others about school issues related to reducing bullying & increasing understanding and tolerance among youth.
- Experience working with youth and youth organizing.
- Must have transportation to be able to perform on-site GSA school visits.

### Useful Resources:

- Jump-Start Guide
- Day of Silence, Ally Week and No Name-Calling Week Resources
- GSA One Pagers

## General/At-Large Board Members

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### Role and Responsibilities:

- Attend regularly scheduled monthly board meetings.
- Sit on at least 1 programming committee and attend regularly scheduled committee monthly meetings.
- Increase use of community and stakeholder contacts to assist in furthering the mission of GLSEN
- Make decisions in the interest of the organization and no other party.
- Use Chapter resources wisely and in accordance with the law.
- Be committed to assisting GLSEN in obtaining funds to be used towards accomplishing its mission.
- Assist in all fundraising activities through conception, planning, execution.
- Attend a minimum of 2 quarterly fundraisers or events.
- Attend other fundraising events hosted by other organizations that are donating to GLSEN as needed.
- Use access and influence to support the growth and development of the organization.

### Qualifications:

- Have a strong commitment to the mission of GLSEN for making schools safe for all students, regardless of sexual orientation or gender identity.
- Be willing to devote the time necessary to fulfill their role.