



TOGETHER WOMEN RISE

Collective action for global gender equality

Title:	Chapter Support Liaison	Status:	Volunteer
Reports To:	Volunteer Manager	Location:	Remote/Virtual
Department:	Membership	Term:	Two Years

Organization Overview

Together Women Rise is a powerful community of women and allies dedicated to achieving global gender equality. We have hundreds of chapters across the U.S. where members come together to learn about gender equality issues, give grants to organizations that empower women and girls in low-income countries, and build community to forge meaningful connections with each other and with women and allies around the world.

Position Summary

The Chapter Support Liaison (CSL) plays a key role in supporting the health and sustainability of Together Women Rise chapters. CSLs serve as the main point of contact for Chapter Leaders and are responsible for building positive relationships with their assigned chapters. The CSL interacts regularly with their assigned chapters and other CSLs, and reports directly to the Volunteer Manager.

Essential Responsibilities

Conduct regular check-ins with assigned 10-15 chapters to answer questions, share best practices for chapter management, monitor chapter health, assist with chapter challenges, and communicate Home Office information and updates.

Volunteer Duties May Include:

- Helping new chapters plan and hold their first meetings and ensuring they are launched successfully and positioned well for longevity.
- Answering Chapter Leader questions, listening to concerns, problem-solving and, if necessary, reporting any issues to Home Office for further resolution.
- Conducting regular check-ins with assigned chapters via email, phone, text or Zoom. (Frequency of chapter check-ins will depend on the needs of the chapter.)
- Monitoring the sustainability of assigned chapters on an ongoing basis and completing an annual assessment for the purposes of supporting chapter retention.
- Providing chapter information and updates to Home Office on a regular basis.
- Magnifying Home Office communications to Chapter Leaders and assisting Home Office in getting timely responses to requests for information.
- Meeting regularly with the CSL team (virtually) to connect, share experiences, provide advice, and get additional information from Home Office about Rise updates and changes.
- Supporting the efforts of the Community Connectors where appropriate.
- Attending all onboarding trainings and any supplemental trainings needed to fulfill the role.

Skills and Attributes:

- Strong skills in mentoring, coaching, or teaching others
- Enjoys meeting and helping people, specifically Rise Chapter Leaders
- Curiosity and willingness to stay informed on Rise activities
- Timely and responsive with multiple communication pathways including email, phone, text, and Zoom
- Patient, diplomatic, trustworthy and has good listening skills
- Persistent, proactive, and resourceful
- Passion for Together Women Rise and its mission, and a commitment to equity, inclusion, diversity and accessibility
- Good record keeping skills and experience in basic Microsoft Office applications including the use of spreadsheets
- Previous experience in customer service, as a counselor, teacher, or social worker helpful

Time Commitment:

- Monitoring Rise email twice a week
- Regular 60-minute CSL team meetings
- Frequent conversations and correspondence with assigned chapters
- Estimate: Average of 3-5 hours per week

This position requires a two-year term, which can be renewed upon mutual agreement between the volunteer and Together Women Rise.