PROPOSAL

IFC MEMBER INVOLVEMENT ENHANCEMENT

CREATION OF A NEW POSITION – DIRECTOR OF MEMBER SERVICES

Background

Since its formation in 1998, the Instream Flow Council has worked steadfastly to address its mission of members helping member improve the effectiveness of state, provincial, and territorial instream flow programs and activities in conserving (protecting, maintaining, and restoring) aquatic ecosystems. To achieve this goal, they have published 3 books, conducted an international assessment of member instream flow programs, conducted 4 international workshops, and provided several focused evaluations of issues at member request. In addition, members have commonly networked with each other – taking advantage of the unique skills of each other.

However, over time it appears member interaction between large projects has diminished. Several members of the IFC Executive Committee have expressed a desire to facilitate more member interaction for the purpose of maintaining and advancing member skill sets, improving their agency effectiveness, and enhancing connectivity among members. These traits seem essential to maintain relevance and longevity of the Instream Flow Council and address the IFC mission.

To address this need, a new position to be called the Director of Member Services, is needed that can regularly engage members and inspire a renewed commitment to the organization. The position will perform the following functions in addition to any other actions assigned by the Executive Committee. The Director will:

1. Broadly relate the history of the IFC to members so new members can relate to the original needs at the time of IFC formation as well as evolving needs,
2. Provide regular reminders to members of IFC policies from IFC books,
3. Provide results of each state’s and province’s IIFPI survey to current members (within 6 months following creation of the position),
4. Provide specific action plans examples to members drawn from the IIFPI workshop,
5. Periodically reference key aspects of presentations drawn from IFC workshops, and
6. Challenge members to provide feedback to all members of their successes and challenges when using IFC resources.

The basic function of this position will be to send out brief emails (or other electronic message) to all members in good standing on a monthly basis. Each month the message will contain a) one policy from book 2 with related background found in the book, b) one action plan drawn from the IIFPI workshop, and c) a challenge for members to provide feedback on those directives.

To be most effective and further facilitate member involvement, an assistant Director of Member Services is recommended. This individual would be drawn from members with less than 10 years involvement in IFC. The person would best be a volunteer with a desire to work with the Director to learn as much as possible. Together, these individuals would work together each month to generate the information package and address member feedback. These individuals would participate on ExCom as non-voting members. The individuals would not be employees of IFC unless specifically established as such by ExCom (though they could serve as paid consultants). They would at a minimum be eligible for compensation of their own expenses for any activities specifically requested of them by ExCom or the President of IFC.