

**NATIONAL ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

POLICY TITLE: Structural Efficiencies between Staff and
Volunteer Leadership
CLASSIFICATION: Communications
POLICY NUMBER: 13-08-C
DEPARTMENT COORDINATOR: Executive
MOTION: Bruce D. Benton, RHU
DATE APPROVED: January 20, 2014
DATE AMENDED: April 27, 2015
SUNSET: 2017

PURPOSE: To establish a protocol to ensure structural efficiencies and effective communications between staff and volunteer leadership.

POLICY: NAHU executive staff will be responsible for ensuring effective leadership succession, training and communications with the Board of Trustees (BOT).

PROCEDURE(S): NAHU senior staff will perform the following duties:

1. Board of Trustees orientation and training to be conducted electronically.
 - a. Review of NAHU P&P 03-03-B (BOT Orientation).
 - b. Review of NAHU P&P 03-02-B (BOT Decision Process).
 - c. Distribution of P&Ps to BOT members to ensure understanding of duties and responsibilities.
 - d. Review of BOT Information Central (www.nahu.org/bot).
 - e. Review of NAHU P&P 06-02-CMT (Structure and Operation of Special Committees) and to ensure adherence with the process of Ratification.
 - f. Distribution of [this] P&P 13-08-C (Structural Efficiencies between Staff and Volunteer Leadership) at BOT orientation, Regional Vice President (RVP) training and National Committee Orientation.

2. Regional Vice President orientation and training to be conducted electronically.
 - a. NAHU staff shall maintain a comprehensive RVP manual (How To Guide) including RVP job description, structure of regional leadership team (including job descriptions) and succession planning guidance.
 - b. NAHU staff shall maintain a comprehensive Regional Leadership Conference manual (How To Guide), which shall incorporate P&P 03-01-F (Regional Conference Revenues and Expenses).
 - c. NAHU staff liaisons to the national committees shall maintain a comprehensive training module, developed in partnership with the national committee leadership teams to be made available to RVPs.

3. Combined National Committee and Advisory Group chair orientation and training either at Convention or electronically.
 - a. NAHU staff shall maintain a comprehensive job description for all national committee and advisory group chairs.
 - b. Review of NAHU's strategic plan including updates from the most recent BOT-approved annual strategic plan review.
 - c. All national committee chairs and vice chairs are to be provided with a listing of national committee members.
 - d. The NAHU president shall be included in the presentation of the aforementioned orientation.
 - e. Incoming NAHU national committee chairs may conduct separate breakout sessions by committee, if desired; however, they shall not replace the combined orientation program.
4. The NAHU CEO/EVP shall communicate the development of membership services with the Board of Trustees to ensure a culture of transparency and a process for collaboration.
5. Coordinate annual strategic plan review with the Board of Trustees at Capitol Conference.
 - a. The NAHU CEO/EVP shall allocate time of the Board of Trustees to review NAHU's strategic plan and to develop further strategies for the upcoming association year.
 - b. NAHU staff, in conjunction with the national committee chairs will ensure communications and fulfillment of strategic direction.
6. Ensure an annual review of NAHU's sunseting Policies and Procedures and NAHU Bylaws to ensure adherence and time line management. The NAHU Secretary shall be included in this process.
7. Website posting of the minutes of all national committee teleconferences.
8. The appropriate Executive Committee members will participate as it relates to the training module(s).

FINANCIAL IMPACT: Additional staff and/or other methods of compensating existing staff may be required to fulfill the requirements set forth in this P&P.

ADDITIONAL RECOMMENDATION: This P&P is designed to memorialize a structural protocol and should not be disregarded or sunsetted. It should be reviewed every three years. It distinguishes the roles and responsibilities between the NAHU volunteer leadership and NAHU staff. It establishes a method of understanding, communication, cooperation, and accountability.