

2023 ADMINISTRATIVE FELLOW VOLUNTEER

DUTIES AND EXPECTATIONS

The National Center for Healthcare Leadership is seeking administrative fellows to volunteer during the 2023 All-Member Conference in Chicago, November 12-15, 2023. Those interested must be an administrative fellow or leadership resident at an [NCHL member hospital or health system](#).

Expectation of Time

- **Prior to the event (one hour):** All accepted volunteers must attend a virtual 1-hour volunteer orientation on October 16, 2023 at 12 pm CT. During this orientation the role of volunteer will be reviewed, the basic venue and event layout, and we will hold time to answer any questions.
- **During the conference (three to eight hours):** All volunteers can expect to be assigned to a task(s) or role requiring a minimum of three (3) hours and a maximum of eight (8) hours over the course of the three days (11/12-11/14), the number of hours 3-8 will be decided by NCHL.
 - We anticipate needing some volunteers the day before the conference begins (Sunday, November 12) and do not anticipate needing volunteers on the final day of conference (Wednesday, November 15).
 - We are collecting availability throughout Sunday, November 12 – Tuesday, November 14.
 - Volunteer duties will not begin prior to 7:30 AM or after 6:30 PM.

Expectation of Tasks and Responsibilities:

Please note that NCHL will not expect volunteers to perform any task or duty we would not ask our staff to perform. If you are not willing or able to perform any of the tasks or examples of duties below, please state that in your application. This will not exclude you from being selected as a volunteer but will allow NCHL to properly distribute volunteers across areas of need.

1. **Pre-Conference Assistant:** If you indicate availability for Sunday, November 12, you may be assigned to assist the NCHL team in pre-conference activities, including name badge preparation, exhibitor set-up, etc.
2. **Registration Assistant:** Volunteers in this role can help with the check-in and registration process, including welcoming attendees, distributing name badges, providing information about the conference schedule, and assisting with any registration-related inquiries.
3. **Room Monitor:** Room monitors are responsible for managing conference session rooms. They ensure that the room is set up properly, manage the seating and help attendees locate empty seats once a session has started, assist with technical equipment (as able), and be a liaison for the speakers and moderator should an issue arise in the room.
4. **Session Moderator:** A session moderator helps ensure the smooth flow of presentations and discussions during conference sessions. This role involves introducing speakers, managing time limits, facilitating Q&A sessions, and maintaining a respectful and engaging environment.

5. **Audio and Visual Liaison:** Volunteers serving in this role will be an extra set of hands for our A/V team and roam the conference facility during break-out sessions and communicate any A/V issues quickly to have them resolved. You will not need A/V experience for this role.
6. **Social Media Coordinator:** A volunteer in this role can handle the conference's social media presence. They may be responsible for taking photos of various events and sessions and drafting social media content posts to send to NCHL team.

NCHL expects all accepted volunteers to:

- Notify NCHL at least three (3) weeks prior to the event if you are no longer able to serve in a volunteer role or your availability on your application changes.
- Be punctual for your volunteer shift(s).
- Review your assigned role and tasks ahead of time and notify NCHL with any questions or concerns.
- Promptly communicate any issues with attendees, technology, or hotel needs directly with the volunteer coordinators via text or in-person.

Volunteers can expect NCHL staff to:

- Confirm all assignments at least 14 days prior to the event .
- Have an assigned Volunteer Coordinator available through text, throughout the entire event for questions and issues.
- Provide a welcoming and safe volunteering environment.
- Adhere to the expectations set forth of the volunteer pertaining to number of hours served, locations, and roles.
- Provide clear directions, expectations, and resources related to your assigned duties.
- Accommodate access needs for volunteers, and be met with empathy and understanding.

All Accepted Administrative Fellow Volunteers will receive:

In exchange for volunteering and agreeing to the outlined expectations, each volunteer will receive **one (1) complimentary registration (valued at \$450) to NCHL's 2023 All-Member Conference**. The volunteers will have access to all conference sessions (outside of their assigned tasks) and conference provided meals.

Please note: No airfare, travel, per diem or hotel costs are included or reimbursable. **All other associated costs, other than the complimentary conference registration, are the responsibility of the volunteer.**