



Board of Directors Roles and Responsibilities

The Resolution Center is seeking new Board members who represent the full diversity of Essex County and the North Shore, are dedicated to expanding the reach of conflict resolution, in particular mediation, and who have the skills and commitment to help us achieve our mission and strategic goals.

MISSION STATEMENT: The Resolution Center (formerly North Shore Community Mediation Center) is a non-profit corporation whose members educate and empower people to transform conflicts into opportunities for mutual understanding, social change, communication, and personal growth. The Resolution Center, through collaborative efforts, raises public awareness of the value of mediation and alternative dispute resolution methods as vehicles for resolving personal differences and diminishing conflict in society at large.

VISION STATEMENT: The Resolution Center will become a model of excellence in the field of Community Mediation. We will offer an ever-expanding menu of mediation and dispute resolution services tailored to meet the needs of our diverse clients: individuals, businesses, families, schools, courts, government agencies and local communities throughout the Commonwealth of Massachusetts.

COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION: We recognize that diversity is not static and evolves with a changing community. We aspire to be an inclusive organization that embraces diversity in every aspect of our service to the community. To create an inclusive environment that fosters trust, respect, and equality for the people we serve, we will set standards and implement policies and practices, which will be evaluated on an ongoing basis.

Board Role Summary

The Resolution Center's Board of Directors is a governing board that is made up of people who are representative of the diverse communities that we serve. The Board is responsible for high-level oversight of The Resolutions Center's strategic direction, financial management, and organizational policies. Board members also contribute by serving on at least one working Board committee. The Resolution Center's Executive Director manages the day-to-day operations. The Executive Director works with a small team of professional staff and a dedicated cohort of 40+ volunteers who are at the heart of mediation service delivery, training, outreach, and strategic planning. The Executive Director works closely with the Board and reports to the Board monthly.

The Board works collaboratively and helps to set a welcoming tone for the whole organization. As a community mediation center, we value open communication and strive to be non-judgmental, empowering, adaptable, flexible, and creative in everything we do.

General Responsibilities

- **Board Meetings:** Board Members are expected to participate in a collaborative way in monthly board meetings, bringing their personal experiences and perspectives to questions of organizational strategy. There are generally 10 meetings per year, plus the Annual Meeting. Meetings may be held on Zoom or in person, and are usually scheduled on weeknight evenings for about 1-1.5 hours. The specific schedule of meetings is set each year by consensus among Board Members. Agendas typically include updates from the Executive Director about finances and programming. There are also opportunities to discuss ways to continuously improve our conflict resolution services and trainings.
- **Committees:** Board Members are also expected to serve on one or more committees to help staff and volunteers with more in-depth advice, guidance, connections, feedback, brainstorming, or support. Committees vary based on the Board needs from year to year, but may include:
 - **Marketing** – Assist with marketing strategy, perhaps occasionally making presentations to potential clients or community groups.
 - **Fundraising** – Assist with developing fundraising strategies and hosting events.
 - **Governance/Nominating** – Help recruit, nominate and orient new Board members that are reflective of the communities that the Center serves and periodically review corporate documents and Board policies.
 - **Diversity, Equity, and Inclusion** – Support work on diversity, equity, inclusion, and justice across the organization.
 - **Personnel** - Participate in the hiring, evaluation, and termination of the Executive Director.
- **Strategic Planning and Program Oversight:** Additionally, Board Members periodically review the Center's mission and vision, help develop and implement strategic plan goals, and oversee the Executive Director's job performance. This work is primarily conducted during Board meetings, with some materials to review in advance.
- **Financial Oversight:** Board Members also review and approve the Center's annual budget, and monitor financial performance throughout the year. This work is primarily conducted during Board meetings, with some materials to review in advance. The Board's Treasurer performs additional financial management work, including reviewing monthly financial statements prepared by the bookkeeper and Executive Director, presenting financial trends to the Board, signing off on financial filings (tax forms, etc.), and offering guidance and support to staff on financial management.
- **Development:** Board Members are expected to assist the Center in meeting its financial obligations and fundraising goals as personal circumstances allow. Such assistance may include personal financial support, seeking financial support from others, and/or working on fundraising activities.
- Board Members are expected to keep informed about community issues relevant to the mission and goals of the Center.

Qualifications

- Commitment to the Center's mission and vision.
- Knowledge of the local community and region that the Center serves.
- Skills experience, or talent in areas useful to Board operations.
- Has time, flexibility, diligence, compassion, and interest in conflict resolution.

Board Member Term

- Board Members serve two-year terms and are elected by the current Board of Directors at The Resolution Center's Annual Meeting or at any meeting of the Board of Directors, as determined by the Board.

Accountability

Board members have a fiduciary duty of care and loyalty to the Center. In addition, Board Members are responsible for adhering to the Center's by-laws and Restated Articles of Organization.

Evaluation

The Board of Directors conducts an annual self-evaluation to determine how well the Board as a whole is meeting its goals and responsibilities as outlined above.