

May 4th, 2022

Attn. Paola Castelblanco, Director of Volunteering

Dear Paola,

Thank you for agreeing to serve Hispanotech's Members as Director in charge of the Volunteering Committee for the 2022-23 period that started on May 4th 2022 and runs until our next Annual General Meeting in 2023.

Hispanotech aims to be Canada's leading association of professional immigrants, with the mission of helping Latin American professionals enter the Canadian job market, succeed in their careers, and give back to the community.

Being a Hispanotech Director is a privilege that entails several **responsibilities**, such as:

- Providing direction to the association as it pertains to your Committee's objectives.
- Making sure you have enough Volunteers in your team to fulfill the expectations outlined in this Letter.
- Providing guidance to your team to perform their functions effectively and efficiently.
- Being responsive and proactively engaged in the affairs of the association, including:
 - Reviewing your Hispanotech.ca mailbox at least twice a week
 - Preparing for and participating in all Board Meetings
 - Making an effort to attend events we organize or sponsor
- Ensuring the operational continuity of your Committee and the association, by identifying and grooming your potential replacements, and making sure processes and procedures are documented and followed.
- Cooperating with the other Directors and Committees to fully leverage our capabilities and deliver a seamless experience for our Members.
- Immediately escalating to the Board of Directors any issues you become aware of that may have a negative impact on the association.
- Notifying the Board as early as possible if you feel you are, or will be, no longer able to effectively discharge your duties.

The **overall objectives** of the Committee you direct are to:

- Manage the recruitment and assignment of Volunteers as requested by Committee leads.
- Follow-up with Volunteers to ensure their efforts are being utilized.
- Provide references and recognition to Volunteers.
- Maintain Volunteers database and information.
- Organize Volunteer-only events.

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Your additional **specific goals for 2022** are as follows:

- Work with iAMS team to define and manage a Premium membership level for Volunteers (and Mentors).
- Transition VRF process to iAMS platform.
- Update Hispanotech's Volunteer Management document.
- Work with Governance Committee to create or update Hispanotech's Volunteer Handbook.
- Implement Open Badge platform to issue digital credentials for Volunteer recognition.

Please sign below to indicate your understanding and acceptance of this Mandate Letter, or immediately communicate any questions or issues to Hispanotech's President and/or Secretary.

Thanks again for your commitment to help further Hispanotech's mission.
Best regards,

Carlos Paz-Soldan, MBA
President
Hispanotech.ca

Paola Castelblanco
Director, Volunteering
Hispanotech.ca