

Policy	11.02.29
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Substituted for	12/18
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ROLE DESCRIPTION

A. ROLE TITLE: ANNA Chapter Support Team (ACST)

B. OVERALL PURPOSE AND OBJECTIVES OF ROLES

1. Understands, upholds, and supports the mission, purpose, objectives, policies, procedures, and strategic plan of ANNA.
2. ACST Chairperson
 - a. Oversees all activities of the ANNA Chapter Support Team (ACST).
 - b. Serves as liaison and mentor to the ACST Chairperson Designate and Leaders.
3. ACST Chairperson Designate
 - a. In conjunction with the Chairperson, oversees all activities of the ACST.
 - b. Serves as mentor to Leaders of the ACST.
4. ACST Chairperson and Chairperson Designate
 - a. Monitors official records generated by the National Office related to chapter recharter status.
 - b. Reports and publicizes chapter events and achievements in national and chapter communications.
 - c. Collaborates with ACST Leaders to problem solve for chapters at risk.
 - d. Responsible for chapter officer orientation at Leadership Development And Education (LEAD) Workshop.
5. ACST Leaders
 - a. Participates in all activities of the ACST.
 - b. Serves as liaison and mentor for assigned chapters.
 - c. Monitors official records generated by the National Office related to chapter recharter status for assigned chapters.
 - d. Reports and publicizes chapter events and achievements in national and chapter communications.
 - e. Collaborates with other ACST Leaders and the ACST Chapter Specialist to problem solve for chapters at risk.
 - f. May be asked to participate in chapter officer orientation at the LEAD Workshop.

6. ACST Chapter Specialist

- a. Participates in all activities of the ACST.
- b. Collaborates with other ACST Leaders to problem solve for chapters at risk.
- c. Establishes communication with chapters at risk, as identified by the ACST Leaders.
- d. Works closely with ACST Chairperson to provide support for chapters at risk and ACST Leaders.
- e. May be asked to participate in chapter officer orientation at the LEAD Workshop.

7. ACST STAR (Successful Teamwork = Achievement and Recognition) Specialist

- a. Participates in all activities of the ACST.
- b. Monitors STAR points posted by chapter officers for the STAR Awards.
- c. Inform chapters and request corrected STAR point submissions as needed.
- d. May be asked to participate in chapter officer orientation at the LEAD Workshop.

C. COMPOSITION

1. ACST

- a. The ACST shall be composed of:
 - (1) Chairperson
 - (2) Chairperson Designate
 - (3) Up to eight (8) Leaders / Specialists

2. ACST Chairperson and Chairperson Designate

- a. Selection Method: Refer to Bylaws Article VII, Section B. Appointed by the National President-Elect with approval by the Board of Directors (BOD).
- b. Qualifications:
 - (1) Full Member of ANNA for two (2) years with nephrology nursing experience.
 - (2) Current certification in nephrology nursing preferred.
 - (3) Previous experience as either an ACST Leader or regional officer.
 - (4) Previous experience as an ANNA chapter officer.
- c. Selection Criteria:
 - (1) Knowledge of ANNA organizational structure.
 - (2) Understanding of the need to maintain confidentiality.
 - (3) Participates in ANNA Connected.
 - (4) Demonstrated ability to lead a group.
 - (5) Knowledge of software and access to computer-facilitated communication for email and word processing.
 - (6) Ability to problem solve and use conflict resolution techniques.
 - (7) Consideration will be given to include diversity of practice specialty, age, ethnicity, gender, and geographic representation.

3. ACST Leaders / Specialists

- a. Selection Method: Refer to Bylaws Article VII, Section B. Appointed by the National President-Elect, with input from the ACST Chairperson, in conjunction with development of the Organizational Chart for the upcoming ANNA year.
- b. Qualifications:
 - (1) Full Member of ANNA for two (2) years with nephrology nursing experience.
 - (2) Current certification in nephrology nursing preferred.
 - (3) Previous experience as an ANNA chapter officer.
- c. Selection Criteria:
 - (1) Knowledge of ANNA organizational structure.
 - (2) Understanding of the need to maintain confidentiality.
 - (3) Participates in ANNA Connected.
 - (4) Consideration will be given to include diversity of practice specialty, age, ethnicity, gender, and geographic representation.

D. TENURE

1. The Chairperson is appointed to serve a two (2) year term – one (1) year as Chairperson Designate, followed by one (1) year as Chairperson. May be reappointed.
2. ACST Leaders will serve a two (2) year term with half of the team [four (4)] rotating off each year. May serve one (1) additional two-year term.
3. ACST Leaders serving in their second year of the term will be assigned to mentor an ACST Leader in his/her first year.

E. GOVERNED BY CONSTITUTION AND/OR BYLAWS

Articles III, Article V, and Article VII

F. ATTENDANCE EXPECTED AT THE FOLLOWING MEETINGS:

1. Chairperson
 - a. National Symposium (outgoing).
 - b. LEAD Workshop (incoming/midterm).
 - c. LEAD Workshop planning meeting on the day before the LEAD Workshop program begins.
 - d. ACST meetings and conference calls.
 - e. Chapter officer meetings, conference calls, or webinars as requested and approved.
 - f. Own local ANNA chapter meetings.
 - g. Health Policy Workshop (HPW)
 - h. Other meetings as requested and approved by the Board Liaison.

2. Chairperson Designate

- a. LEAD Workshop (incoming).
- b. ACST Orientation (held annually) before the LEAD Workshop.
- c. LEAD Workshop planning meeting on the day before the LEAD Workshop program begins.
- d. ACST meetings and conference calls.
- e. Own local ANNA chapter meetings
- f. Other meetings as requested and approved by the Board Liaison.

3. ACST Leaders / Specialists

- a. LEAD Workshop (incoming/midterm).
- b. ACST Orientation (held annually) before the LEAD Workshop (incoming/midterm).
- c. LEAD Workshop planning meeting on the day before the LEAD Workshop program begins (incoming/midterm only).
- d. LEAD Workshop (outgoing) – only if actively participating in the planning and implementation of the LEAD Workshop.
- e. Annual planning meeting for the LEAD Workshop on the day before the LEAD Workshop program begins (outgoing) - only if actively participating in the planning and implementation of the LEAD Workshop.
- f. Reimbursement for two (2) National Symposium hotel half nights for outgoing Leaders who register and pay to attend National Symposium.
- g. ACST meetings and conference calls.
- h. Chapter officer meetings, conference calls, or webinars, as requested and approved.
- i. Own local ANNA chapter meetings.
- j. Other meetings as requested and approved by the Board Liaison.

* NOTE: Complimentary registration and/or expense reimbursement to ANNA meetings is provided per Policy & Procedure 4.18, *Complimentary Registration and Expense Reimbursement for ANNA Meetings*, and Policy & Procedure 4.19, *Withdrawal of Complimentary Registration and Expense Reimbursement to ANNA Meetings for Non-Functional Committee Member*.

G. RESPONSIBILITIES OF ACST CHAIRPERSON

1. Understands, upholds, and supports the mission, purpose, objectives, policies, procedures, and strategic plan of ANNA.
 - a. Oversees all activities of the ACST.
 - (1) Oversees responsibilities delegated to the ACST by the Board Liaison.
 - (2) Works directly with the Board Liaison to resolve chapter issues not resolved by the ACST.
 - b. Works with National President-Elect to appoint ACST Leaders.
 - c. Actively supports the ACST Chairperson Designate to plan and develop an agenda and sessions for the LEAD Workshop for chapter officer attendees.
 - d. Assures that the content of the LEAD Workshop ensures development, revision, and implementation of the annual action plan, congruent with the *Nephrology Nursing Scope and Standards of Practice*, to promote the strategic plan.
 - e. Assigns chapters to each ACST Leader, with input from the Manager, Association Services.
 - f. Coordinates monthly meetings, conference calls, webinars, etc. with ACST Leaders.
 - g. Reviews all material received from the Board Liaison. Responds to all inquiries.
 - h. Presents issues, ideas, problems and possible solutions, or programs of interest to the ACST.
 - i. Discusses chapter activities and any problems with the ACST.
 - j. In collaboration with the ACST Leaders, reviews potential areas for new chapter development.
 - k. Works with ACST to support strategic planning for chapters.
 - l. Collaborates with ACST Leaders to problem solve for chapters at risk.
 - m. Reviews policies and procedures pertinent to the office, as requested, and proposes changes accordingly.
 - n. Reviews role descriptions of offices and others, as requested, and proposes changes accordingly.
 - o. Submits a summary status report, using reports submitted by the ACST Leaders, to the Board Liaison prior to each BOD meeting. Submits an annual report as directed by the Board Liaison.
 - p. Handles correspondence as necessary.
 - q. Assumes responsibility for the Lead Workshop in collaboration with the Leadership Committee.
 - r. Assists in leadership development process as requested.
 - s. Reviews changes in Chapter Directory with Manager, Association Services.
 - t. Provides copies of all communication to be sent to the chapters to the Board Liaison.
 - u. Reviews committee budget and submits budget requests for special projects to the BOD through the Board Liaison or per policy and procedure.

2. Serve as liaison and mentor for chapters and ACST Leaders.
 - a. Oversees and coaches ACST Leaders to draft introductory/welcome letter to all chapter officers within four (4) weeks after National Symposium.
 - b. Acts as a mentor for new officers as needed and encourages/mentors qualified members to consider pursuing a higher national office or committee position.
 - c. Ensures that ACST Leaders maintain contact with chapter officers via email, ANNA Connected, webinar, and conference calls as indicated.
 - (1) Communicates updates on national issues/business from the Board Liaison and ACST to chapter officers.
 - (2) Verifies that ACST Leaders have contacted any non-renewed chapter officers for his/her assigned chapters to assure membership renewal. The list of non-renewed officers will be generated by the National Office.
 - a) Enlists the assistance of the Board Liaison if necessary for continued membership non-renewal of chapter officers.
 - (3) Responds to questions from chapter officers and/or members. Keeps Board Liaison up-to-date on correspondence.
 - (4) Provides suggestions, guidance, and encouragement to chapter officers to help chapter meet criteria.
 - a) Establishes a plan with input from ACST for chapter outreach to assist chapters as needed. Discusses need for chapter visits, conference calls, letters, etc. with the ACST.
 - b) Assists officers of provisional status chapters in plan development to meet recharter.
 - (5) Reassigns zip codes as necessary after conferring with the Board Liaison, ACST, and Chapter Presidents.
 - a) Approves letter to be sent by National Office to members affected by chapter realignment.
 - d. Mentors ACST Leaders to assist with orientation of chapter officers using checklists, role descriptions, Web based LEAD Workshop education sessions, and online accessing of the Volunteer Leaders' resource material as requested.
 - e. Creates ACST work groups as needed for special projects.

3. Monitors official records generated by the National Office related to chapter recharter status.
 - a. Communicates with Manager, Association Services at the National Office regarding receipt of chapter records.
 - b. Maintains records.
 - (1) Minutes of ACST meetings.
 - (2) Recharter summaries from National Office.
 - (3) Oversees the tracking of points for STAR (Successful Teamwork = Achievement and Recognition) Awards.
 - (4) Chapter activity reports.
 - (5) Chapter profiles.
 - (6) Chapter financial reports as per policy.
 - (7) Other records as required.
 - c. Assumes responsibility for providing ANNA records and equipment to successor per Policy & Procedure 2.13, *Document Retention and Destruction Policy – Maintenance of ANNA Records and Equipment*.
 - d. Reports any issues or problems to the Board Liaison.

4. Reports and publicizes chapter events and achievements in national and chapter communications.
 - a. Participates in chapter outreach activities as determined to be necessary by the ACST.
 - b. Submits *ANNA Update* articles as requested.
 - c. Reviews *ANNA Update* articles submitted via the ANNA Website and suggests changes as needed prior to publication.

5. Participates in ANNA Connected.
 - a. Completes profile in ANNA Connected.
 - b. Utilizes ANNA Connected as a communication tool.
 - c. Encourages chapter officers to utilize ANNA Connected.

H. RESPONSIBILITIES OF CHAIRPERSON DESIGNATE

1. Understands, upholds, and supports the mission, purpose, objectives, policies, procedures, and strategic plan of ANNA.
 - a. Reports to Chairperson.
 - b. Orients to Chairperson role and works collectively with the Chairperson to complete assigned responsibilities.
 - c. Oversees and develops, with the help of the ACST Chairperson, an agenda and sessions for the LEAD Workshop for chapter officer attendees.
 - d. Assures that content of the LEAD Workshop ensures development, revision, and implementation of the annual action plan, congruent with the *Nephrology Nursing Scope and Standard of Practice*, to promote the strategic plan.
 - e. Works with Chairperson to identify ACST Leaders.
 - f. Plans, develops, and leads the ACST Orientation (held annually) before the LEAD Workshop.
 - g. Assumes the role of Chairperson after the National Symposium when the presiding Chairperson rotates off ACST.
 - (1) Prepares written reports as requested by the established deadlines.
 - (2) Assumes responsibilities as delegated by the Chairperson.

I. RESPONSIBILITIES OF ACST LEADERS

1. Understands, upholds, and supports the mission, purpose, objectives, policies, procedures, and strategic plan of ANNA.
 - a. Participates in all activities of the ACST.
 - b. Oversees all activities of assigned chapters.
 - c. Coordinates a minimum of one (1) conference call with assigned chapters.
 - d. Reviews all material received by email or posted in Dropbox from the ACST Chairperson and the Manager, Association Services.
 - e. Responds to all inquiries from the ACST Chairperson and Manager, Association Services.
 - f. Uses ANNA Connected to distribute key information to assigned chapter officers within forty-eight (48) hours after available (i.e. Chapter Activity Report, STAR Summary Report, ACST Spotlight, etc.).
 - g. Presents issues, ideas, problems and possible solutions, or programs of interest to the ACST.
 - h. Discusses chapter activities and any problems with the ACST.
 - i. Collaborates with other ACST Leaders to review potential areas for new chapter development and to problem solve for chapters at risk.
 - j. Works with ACST Chairperson to support strategic planning for chapters.
 - k. Reviews policies and procedures pertinent to the office as requested and proposes changes accordingly.
 - l. Reviews role descriptions as requested and proposes changes accordingly.
 - m. Submits a status report to the ACST Chairperson by the deadline established, prior to each BOD meeting.
 - n. Handles correspondence as necessary.
 - o. Participates in chapter orientation at the LEAD Workshop. May be asked to present at the LEAD Workshop.
 - p. Assists in leadership development process as requested.
 - q. Provides copies of all communication sent to the chapters to the ACST Chairperson.
2. Completes officer orientation module.

3. Serve as liaison and mentor for assigned chapters.
 - a. Drafts introductory/welcome letter to all assigned chapters within four (4) weeks after National Symposium. The letter will be posted to each assigned chapter's officers via ANNA Connected.
 - b. Acts as a mentor for new chapter officers and encourages/mentors qualified members to consider pursuing a higher national office or committee position as appropriate.
 - c. Maintains monthly contact, or more often as necessary, with assigned chapters via email, ANNA Connected, webinar, personal calls, and/or conference calls. [Note: A minimum of six (6) contacts per year is required or will be subject to Policy & Procedure 4.19, *Withdrawal of Complimentary Registration and Expense Reimbursement to ANNA Meetings for Non-Functional Committee Member.*]
 - (1) Reminds and assists chapter officers with timely submission of the online chapter meeting, chapter profile, and financial forms, which are available on-line.
 - a) Enlists the assistance and intervention of the ACST Chairperson for chapters who fail to submit required data in the established time frame.
 - (2) Communicates updates on National issues/business from the Board Liaison and ACST Chairperson to assigned chapters.
 - (3) Contacts officers of assigned chapters who have not renewed his/her membership to assure renewal. The list of non-renewed officers will be generated by the National Office.
 - a) Follows up with the National Office to verify renewal.
 - b) If not renewed, contacts other Chapter Officers with member's non-renewal status.
 - (4) Responds to questions from chapter officers and/or members. Keeps ACST Chairperson up-to-date on correspondence.
 - (5) Provides suggestions, guidance, and encouragement to chapter officers to help chapter meet criteria.
 - a) Collaborates with other ACST Leaders to establish chapter outreach as needed. Discusses need for chapter visits, conference calls, letters, etc. with the ACST.
 - b) Assists officers of provisional status chapters in plan development to meet recharter criteria.
 - (6) Reminds chapter officers of *ANNA Update* articles submission deadlines. Assists with online submission of articles.
 - (7) Follows-up quarterly with Chapter Presidents regarding non-renewed chapter members.
 - (8) Plans recruitment and retention strategies with Chapter Presidents with input from other ACST Leaders.
 - d. Assists with orientation of chapter officers using checklists, role descriptions, Web based LEAD Workshop education sessions, and online accessing of the Volunteer Leaders' resource material as requested.
 - e. Serves as liaison between chapters and the National Office for Webinars.
 - f. Assists chapter officers in completing and updating chapter work plans and providing feedback to chapter officers.

4. Monitors official records generated by the National Office related to recharter status for assigned chapters.
 - a. Communicates with Manager, Association Services at the National Office regarding receipt of chapter records.
 - b. Maintains records.
 - (1) Records of chapter contact.
 - (2) Minutes of ACST meetings.
 - (3) Chapter Activity Report.
 - (4) STAR Summary Report.
 - (5) Other records as required.
 - c. Assumes responsibility for providing ANNA records and equipment to successor per Policy & Procedure 2.13, *Document Retention and Destruction Policy – Maintenance of ANNA Records and Equipment*.
 - d. Reports any issues or problems to the ACST Chairperson.
5. Reports and publicizes chapter events and achievements in national and chapter communications.
 - a. Participates in chapter outreach activities as determined to be necessary by the ACST.
 - b. Reviews assigned chapter *ANNA Update* articles submitted via the ANNA Website and suggests changes as needed prior to publication.
6. Participates in ANNA Connected.
 - a. Completes profile in ANNA Connected, including picture for identification.
 - b. Uses ANNA Connected as a communication tool for chapter officers.
 - c. Encourages chapter officers to use ANNA Connected.

J. RESPONSIBILITIES OF ACST CHAPTER SPECIALIST

1. Understands, upholds, and supports the mission, purpose, objectives, policies, procedures, and strategic plan of ANNA.
 - a. Participates in all activities of the ACST.
 - b. Reviews all material received by email or posted in Dropbox from the ACST Chairperson and the Manager, Association Services.
 - c. Responds to all inquiries from the ACST Chairperson and Manager, Association Services
 - d. Presents issues, ideas, problems and possible solutions, or programs of interest to the ACST.
 - e. Collaborates with other ACST Leaders to review potential areas for new chapter development and to problem solve for chapters at risk.
 - f. Works with ACST Chairperson to support strategic planning for chapters.
 - g. Reviews policies and procedures pertinent to the office as requested and proposes changes accordingly.
 - h. Reviews role descriptions as requested and proposes changes accordingly.
 - i. Submits a status report to the ACST Chairperson by the deadline established, prior to each BOD Meeting.
 - j. Handles correspondence as necessary.
 - k. Participates in chapter orientation at the LEAD Workshop. May be asked to present at the LEAD Workshop.
 - l. Assists in leadership development process as requested.
 - m. Provides copies of all communication sent to the chapters to the ACST Chairperson.
2. Completes officer orientation module.
3. Serve as liaison and mentor for assigned chapters.
4. Monitors official records generated by the National Office related to recharter status for assigned chapters.

K. RESPONSIBILITIES OF ACST STAR SPECIALIST

1. Maintenance and oversight of the STAR requirements in conjunction with the ACST Team. Requirements are reviewed annually in the STAR guidelines to assure that the description was clear and tied into the actual reporting line item through Smarter Select. The ACST Team would approve any changes.
2. Monitors official records generated by each chapter to submit STAR points.
 - a. Review all records on a monthly basis.
 - b. Records all corrections for STAR point submissions
 - c. Communicates all changes to chapter officers and their assigned ACST Leader.
 - d. Approves all chapter records for STAR points by January 15 for the previous year.
3. Communicates with Manager, Association Services at the National Office regarding receipt of chapter records.

2. Maintains records.
 - a. Records of Chapter Contact
 - b. Minutes of ACST Meetings
 - c. Chapter Activity Report
 - d. STAR Summary Report
 - e. Other records as required.
3. Assumes responsibility for providing ANNA records and equipment to successor per Policy & Procedure 2.13, *Document Retention and Destruction Policy – Maintenance of ANNA Records and Equipment*.
4. Reports any issues or problems to the ACST Chairperson.

L. RESPONSIBILITIES OF MANAGEMENT FIRM

1. Chapters
 - a. Distributes mailing including information pertinent to Chapter Presidents as requested.
 - b. Promptly responds to chapter inquires and requests. Refers inquiries to assigned ACST Leader if unable to provide the requested information.
2. Notifies members affected by chapter realignment by letter.
3. ACST Functions
 - a. Arranges for adequate space for approved ACST meetings at nationally sponsored meetings.
4. Maintains updated Chapter Officer list and submits list to the *Nephrology Nursing Journal* (in issues where space is available).
5. Provides administrative services to the ACST as requested.
6. At request of the ACST Chairperson, confirms that potential ACST Leaders are full ANNA members in good standing.

M. LINES OF COMMUNICATION

Refer to the organization chart.