



# Contact Officer

## HEN Description of Responsibilities Consecutive terms limited to 5 years

revised October 2020

### General Responsibilities for all NCB members

Each NCB member

- shall function within the remit of the HEN Constitution.
- shall treat each other with respect and adhere to the Code of Conduct for NCB Officers as set out per NCB policy.
- has a responsibility, in addition to the specific duties for each role, to participate in matters related to the daily operation of HEN, including discussions and decision making for policies and issues that arise.
- should endeavour to attend a minimum of two NCB meetings in the year in which they serve, from one AGM to the next.
- needs to be able to carry out additional business of the NCB outside of the NCB meetings via electronic means, including by email, Facebook groups and phone.
- Will be aware that any email address they use will come under the remit of the Data Protection legislation. It is therefore advisable that they use a generic HEN email address and not their personal email address for electronic correspondence.

### Specific Responsibilities for the Contact Officer:

- Is the main contact for people seeking to contact HEN; is the primary contact on the HEN webpage.
- Provides information to home educators seeking to join HEN, families looking for information to remove their child(ren) from school and others, including media representatives, looking to contact home educators for purposes of research, articles or press comments, working closely with the PRO.
- Consults with others or redirects enquiries as needed to provide information or answers to queries.
- Keeps an updated list of the Regional/Local Contacts; informs other NCB Officers of changes, as needed, to keep all lists current.
- Reviews list of Regional/Local Contacts yearly and decides how many would be appropriate; seeks new Regional/Local Contacts as needed.
- Redirects relevant enquiries to the appropriate Regional/Local Contacts.
- Offers support to Regional/Local Contacts in fielding calls and enquiries.
- Reports any trends or issues of relevance that arise from contacts.
- Keeps and periodically reviews updated list of member benefits.
- Responds to requests on the HEN public Facebook page.