

## **Holy Blossom Temple Membership Department Structure**

November 22, 2015

The Membership Department has been rebuilding since the appointment of a new Department Chair following the 2014 AGM. With the support of the President and others the department has proceeded with recruitment of volunteers, and building committees. The role of the Membership Department, in collaboration with Holy Blossom Professional staff, Clergy and Board departments, is to:

- Build relationships with and among our members
- Enhance our members' experience to
  - Retain our current members
  - Attract new members via recommendation
  - Attract and cultivate relationships with new members
- Facilitate our members engagement. In collaboration with other Temple departments – Worship, Education, Jewish Living, Development – to encourage members to
  - Engage in programs, and volunteer contributions and activities
  - Support formation and participation of members in Communities of shared interest, including Chavurot
- Develop relevant dues structure, in conjunction with Finance and other departments
- As part of the member relationship, to engage in the one: one financial conversations with members, as needed:
  - including dues relief
  - supporting members to contribute to, and receive value from, their membership

### **Membership Department Structure**

The current Membership department structure is a work in progress, encompassing the following committees:

#### **Member Experience Committee**

##### **Chair — Cheryl Sylvester, Co-Chair – TBD**

- Building our membership activities by Life-Stage, this committee has as its areas of focus:
  - New Member intake, experience and retention
  - Member Relationships and Retention
  - Member Attraction/Recruitment
  - Outreach to Previous Members

**New Member Navigators — Sub-Committee of Member Experience Committee  
Chair — Phyllis Segal Denaburg**

- Welcoming New Members including new member event(s)
- Leading the Member Navigator team. Navigators are engaged Temple members who reach out to new members in a similar life stage to help our new members to integrate into Temple life and community.
- Recruiting, training and appreciation of our Navigator team.

**Member Diversity & Inclusion Committee**

**Chair — Erin O'Connor**

This committee is in early stages of forming, it's mandate includes:

- Looking at how we appropriately welcome & include member diversity including our members who are single or divorced, Jews by choice, LGBT, in Inter-faith marriages, or physical or mental health needs, and other needs as identified.
- Working with Membership and other departments to bring awareness, and initiatives to support member diversity.

**Member Financial Relationship — Dues Relief Committee**

**Chair — Murray Hart**

- Review and recommend policy for congregants who require financial relief from the burden of full dues.
- Engage in respectful dialogue and supportive negotiation with congregants requiring dues relief.

**Hineini - Volunteer Initiative Committee**

**Co-Chairs — Kathryn Green, Janice Babins, Nadine Charendoff**

Engaging Holy Blossom Temple members in various volunteer initiatives including

- Volunteer cultivation; Co-ordinating volunteer participation at Temple events, and potentially on committees; Volunteer appreciation

**Other Committees:**

Other committees to be constituted are anticipated to include, Member Financial Relationship — Dues; Leadership Development (in conjunction with the Board and Nominating Committee; Community Building/Chavurot.

As well the Department structure will continue to be assessed for its most relevant structure to address the needs of individual members and the congregation as a whole.

Cheryl Sylvester  
Chair, Membership Department