**PATHWAYS ALUMNI AMBASSADORS (PA.A.)**

**TERMS OF REFERENCE**

1. **INTRODUCTION**

These Terms of Reference outline the framework and expectations for Pathways alumni volunteering as Pathways Alumni Ambassadors (PAA) This document provides guidelines, defines responsibilities, and establishes expectations for successfully supporting program sustainability, strengthening communities, creating a sense of pride to be part of the Pathways Alumni Network and ensuring that the alumni voices are represented in the different activities offered to alumni.

Pathways Alumni are defined as students who, at the time of their high school graduation, were enrolled in the Pathways Program.

This Terms of Reference shall remain in full effect throughout the period of commitment as Pathways Alumni Ambassadors.

**2. THE PURPOSE & OBJECTIVES**

The Pathways Alumni Ambassador plays a crucial role in fostering engagement and connectivity among Pathways alumni. The purpose of the PAA program is to support the Pathways Alumni Network and Pathways Canada to implement the alumni engagement strategy and support the strategic goals. Pathways Alumni Ambassadors are volunteers who represent their program location in the Pathways Alumni Network. The primary objectives include:

* Support the implementation of the Alumni Engagement strategy.
* Support Pathways Canada to achieve its strategic goals.
* Strengthen the Pathways Alumni Network.
* Engage and connect with the local community, fellow alumni, program locations, current students, and Pathways Canada staff.
* Support community building in the Ambassador’s local community.
* Support other alumni transitioning out of the Pathways Program.
* Provide feedback for service improvement.
* Support program sustainability.
* Represent the perspectives of their local Pathways Program location to the national Pathways Alumni Network.
* Lead events to promote opportunities within the alumni network and through Pathways Canada partnerships.
* Foster a positive relationship between Pathways Canada, the Pathways Alumni Network, and alumni.
* Establish and maintain effective communications and connections between Pathways alumni from local programs and the Pathways Canada team.

**4. MEMBERSHIP & DURATION**

We seek to have a vibrant and diverse group of members that reflect the communities in which the Pathways Program operates. We encourage and welcome members from all backgrounds, ethnicities, equity-seeking groups, and cultures to join the Pathways Alumni Ambassadors program.

We aim to have 75% of program locations with graduates represented, and no fewer than 45% of programs with alumni represented, alumni from different Pathways cohorts and program locations across Canada. Every effort will be made to ensure there is a broad geographical representation.

Pathways Alumni Ambassadors are expected to commit to a minimum term of one year and a maximum term of three years.

Pathways Alumni Ambassadors must demonstrate:

* Continued commitment and engagement with the Pathways Alumni Network, Pathways Canada, and local programs.
* A proactive desire to give back to the Pathways Program after graduation.

Dedicated commitment to the Pathways Alumni Ambassadors is evidenced by:

* Regular attendance at PAA meetings.
* Providing ongoing support to Pathways Canada events.
* Promoting the Pathways Program and alumni network.
* Recruitment of additional PAA members.
* Leadership in organizing alumni events.
* Providing feedback and context to Pathways Canada.
* Assisting in the identification of other Pathways alumni to support initiatives or volunteer through various channels.

**5. PATHWAYS CANADA STAFF SUPPORT**

Pathways Canada staff will support Pathways Alumni Ambassadors.

**6. FREQUENCY OF MEETINGS**

Meetings with PAA from across the country and Pathways Canada staff will be held at least quarterly (once every three months). Meetings among Pathways Ambassadors from the same location may be held more frequently as appropriate or requested. Ad-hoc meetings may be conducted as needed.

Pathways Canada staff will schedule meetings starting in September of each year based on availability for most Pathways Ambassadors. Additional requested meetings should be scheduled a minimum of two weeks in advance. Pathways Canada staff will be responsible for sending out email invites.

**7. MINUTES AND AGENDA**

All Pathways Alumni Ambassadors will be given access to a shared folder containing all previous meeting minutes and agendas, as well as templates and other useful tools to support their ambassador role.

Meeting agendas will be determined by all attendees. Pathways Canada staff will take minutes at each meeting. Pathways Canada staff will circulate the agenda and the previous meeting’s minutes to the Pathways Alumni Ambassadors at least three weeks before the scheduled meeting. Pathways Alumni Ambassadors must approve the previous meeting minutes before other agenda items are undertaken.

**8. RESPONSIBILITIES AND TASKS**

Pathways Alumni Ambassadors are expected to fulfill the specified duties and responsibilities within the agreed timeframe and the support of Pathways Canada staff. They are expected to act and conduct themselves in a manner that is respectful, lawful, and positive. Pathways Ambassadors who behave, speak, or present themselves in a way that damages the reputation, work, or credibility of the Pathways Network will be released from their role.

Below is the list of primary responsibilities:

* With the support of Pathways Canada, organize and lead *at least one local event* for alumni each calendar year.
* Share your Pathways experience at relevant Pathways Canada opportunities to raise awareness of the Pathways Program, at least twice per year.
* Actively promote the Pathways Alumni Network, support the outreach to alumni to access opportunities and supports if needed, volunteer and share their experience with the program. This includes, but is not limited to, attending local Pathways graduation ceremonies and fostering interest in joining the network.
* Act as a liaison between Pathways Canada and your program location, communicate regularly with other alumni from your program location to represent Pathways alumni and inspire future generations of Pathways students.
* Gather input from other alumni from your program location on what they would like support with and share that feedback with Pathways Canada staff.
* Support recruitment of the next Pathways Alumni Ambassador for your community.
* Participate in the Alumni Ambassador orientation and provide feedback on your experience to help Pathways Canada continuously improve orientation sessions.
* Attend bi-monthly meetings with Pathways Canada staff to coordinate and update the work you are doing.

**9. QUALIFICATIONS AND SKILLS**

The requirements, skills, and experience required for the role are outlined below and in the job description.

* Passion for advancing Pathways’ mission and engaging with fellow Pathways alumni across Canada with respect to the unique needs of local communities.
* Keen interest in further building skills in media/public relations, communications, event management, and community building.
* Strong skills in communications, relationship-building, and fluency in English and/or French.
* Commitment to equity, diversity, and inclusion (EDI), as well as mutual respect.
* Proficiency with and access to email, videoconferencing, and other communication platforms and tools.
* Excellent time management skills and reliability.
* Ability to innovate and problem-solve.

**10. REPORTING STRUCTURE & COMMUNICATION**

Pathways Alumni Ambassadors are an integral component of the community. A robust reporting structure is in place to ensure effective communication and collaboration. Each Ambassador is delegated to specific groups corresponding to their program location and staff as their primary lines of communication.

Alumni Ambassadors are required to report their activities, challenges, and successes to designated staff regularly.

If a Pathways Alumni Ambassador encounters challenges beyond the scope of their immediate responsibilities or requires assistance beyond the standard reporting structure, they are encouraged to escalate lines of communication with the Sr. Manager, Alumni Engagement.

**11. CONFIDENTIALITY AND INTELLECTUAL PROPERTY**

As a Pathways Alumni Ambassador, you hereby agree to execute on demand, whether during your volunteer time or any time following the cessation of your volunteering, to return all intellectual property, inclusive of but not limited to marketing and promotional material (e.g., works, creations, drawings, sketches), as well as any documents deemed necessary by Pathways. This return is essential to facilitate Pathways' acquisition of full ownership and exclusive rights to the intellectual property in question.

**12. REMUNERATION AND EXPENSES**

Pathways Alumni Ambassadors do not get compensated for their time as P.A.A. volunteers. Pathways Alumni Ambassadors shall adhere to the predefined budget as approved by the Alumni Engagement Team. The allocated budget for events will be disbursed contingent upon the provision of valid receipts, through direct disbursement as agreed upon or any other alternative reimbursement methods mutually agreed upon between the Alumni Ambassador and the Alumni Engagement Team.

Pathways Ambassador will maintain transparent and accurate records of incurred expenses. Approved reimbursements shall be processed promptly, ensuring financial support aligns with Pathways Canada's commitment to hosting successful events.

**13. ORIENTATION AND TRAINING**

Pathways Canada staff will orient and train all new Pathways Ambassadors. This includes at least one meeting with staff from the Alumni and Volunteer Engagement team, a staff member of the communication team and completion of all necessary volunteer engagement documentation, including conflict of interest and confidentiality agreements. New members are strongly encouraged to attend the group Orientation Session, especially the brand training and storytelling sessions.

**14. CODE OF CONDUCT**

Pathways Alumni Ambassadors will adhere to the following standards of behaviour:

* Prepare for the meeting by reading the agenda, papers, and any emails and attachments prior to the meeting.
* Treat everyone with respect.
* Declare any conflicts of interest.
* Arrive on time for meetings.
* Behave legally and ethically.
* Participate actively by:
	+ Listening to what others have to say
	+ Contributing positively to discussions
	+ Being open to feedback from members and responding appropriately

Breaches and violations of the Code of Conduct may result in immediate removal from the Pathways Alumni Ambassador volunteer role.

**15. CONFLICT OF INTEREST**

Conflicts of interest arise when personal interests interfere with the independent judgment required by Pathways Alumni Ambassadors to perform their responsibilities as volunteers.

Pathways Alumni Ambassadors must disclose conflicts of interest and report breaches to Pathways Canada. Pathways Canada will manage reports of conflicts of interest fairly and with protection to prevent reprisals. If a Pathways Alumni Ambassador or another alum alleges there is a conflict of interest on the part of another Pathways Alumni Ambassador, they should report this in writing directly to Pathways Canada.

**16. PERSONAL, PRIVILEGED AND CONFIDENTIAL INFORMATION**

Pathways Canada is committed to protecting the privacy and security of all Pathways Alumni Ambassadors’ personal information under its control. Pathways Canada will ask for only the personal information needed to maintain and/or administer engagement with Pathways Alumni Ambassadors. The organization will not disclose personal information about Pathways Alumni Ambassadors unless with explicit permission.

Pathways Alumni Ambassadors owe a fiduciary duty of loyalty to Pathways and its personnel. Pathways Alumni Ambassadors must act in accordance with the following:

1. All Pathways Alumni Ambassadors shall act with honesty, integrity, and fairness while carrying out their obligations to the organization.
2. All Pathways Alumni Ambassadors shall exercise good faith in all transactions involving exercising their duties in relation to Pathways or its property.
3. In carrying out philanthropic activities, Pathways Alumni Ambassadors must act within the law.
4. Pathways Alumni Ambassadors agree to keep confidential and not disclose to anyone else, including members within Pathways, during and after their service as Pathways Alumni Ambassadors. All direct or indirect information acquired pertaining to Pathways and any related activities (“Confidential Information”). The foregoing shall not apply to any information that is publicly available, or that is required to be disclosed to attorneys, accountants, or other professional advisors of the parties hereto or as may be necessary or desirable to further the charitable objectives and interests of Pathways as determined by the Board of Directors. Such Confidential Information includes, but is not limited to:
	1. Membership information, including personal information such as names, addresses, telephone numbers, email addresses, etc.
	2. Strategic, tactical, or program information pertaining to the organization’s competitive position.
	3. Financial information, including annual budgets, revenues, expenses, fund activity, long-term capital expenditures and equipment purchases, and information regarding the organization’s financial condition, such as profitability, return on investment, and liquidity.
	4. Litigation that Pathways may currently be involved with may be threatened against it or is contemplated to be taken in the future.
5. All Pathways Alumni Ambassadors are required to sign a Confidentiality Agreement (Schedule A), attesting to their agreement to safeguard the privacy and confidential information of Pathways in accordance with the terms of the Confidentiality Agreement.
6. Pathways Alumni Ambassadors are required to direct any inquiries in relation to the Confidentiality Agreement to Pathways Canada staff from the Alumni Engagement team.

**17. TERMINATION AND OFFBOARDING**

For this term of reference, termination is defined as: the official termination of the Pathways Alumni Ambassador and relieved of all associated duties. There are three ways in which a Pathways Alumni Ambassador can end their volunteering with Pathways Canada as a PAA.

1. **End of the term**: the PAA term has been completed.
2. **Resignation:** The Ambassador chooses to voluntarily resign from the Pathways Ambassador role prior to the end of their term. The PAA must provide Pathways Canada with a written resignation as soon as the decision is made. The notice should include the effective date and provide a list of any pending tasks.
3. **Termination of Volunteer Position – With Cause by Pathways Canada**: this kind of termination can happen if unsatisfactory performance of responsibilities and tasks within the stipulated timeframe (as outlined in sections 3, 4) as well as indicators of inactivity (e.g. lack of response). Termination might happen after careful consideration and after proper follow-up and warning. Immediate termination might happen if the Pathways Alumni Ambassador engages in any activity that might be damaging the image of the Pathways Alumni Network and Pathways Canada.

In the event of resignation or termination, the Pathways Alumni Ambassador agrees to return any materials, documents, or resources belonging to Pathways Canada and cease representing themselves as a Pathways Alumni Ambassador immediately.

Upon resignation or termination, Pathways Alumni Ambassadors are encouraged to provide feedback and insights about their experience and share ideas for improvements.

**18. SIGNATURE**

I confirm that I have read and understood the contents of the ‘Pathways Canada Alumni Ambassadors Terms of Reference.’ By affixing my signature below, I willingly and voluntarily agree to comply with the terms, conditions, and responsibilities outlined herein. I commit to fulfilling my obligations in accordance with the stipulations set forth in this document.

# Pathways Alumni Ambassador’s Name (please print):

**Pathways Alumni Ambassador’s Signature:**

**Date:**