



HUMAN SERVICE FORUM

Information Packet for Prospective Board Members

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ABOUT HSF

Our Mission

The mission of the Human Service Forum (HSF) is to create a powerful hub of knowledge, experience, and community that supports and invigorates the human service providers of Massachusetts. The mission of the Human Service Forum is to strengthen the capacity of its members to better address the needs of the people they serve throughout the Pioneer Valley.

Our History

The Human Service Forum was founded in 1986 as an association of nonprofit and public agencies and individuals providing human services in the Pioneer Valley of Massachusetts. The Forum was envisioned by its founders to be a “Chamber of Commerce” for human service providers that would be a vehicle for communicating the important contributions of those services to the quality of life in local communities, and to create a network for members to address problems of mutual concern and discuss major trends and changes impacting the sector.

Current Focus

Today the Forum is a key provider of professional development and certification for human service and nonprofit professionals in Western Massachusetts. Its membership includes more than 100 organizations and individuals with collective budgets of approximately \$400 million, employing more than 16,000 people. Public officials and the media recognize the Forum as an authoritative and effective voice for the human service and nonprofit sector in Massachusetts.

HSF supports its membership by:

- Addressing contemporary issues and trends in the human service and nonprofit community.
- Providing a forum for member agencies to exchange ideas and foster cooperation and collaboration.
- Providing opportunities to increase knowledge and skills.
- Creating significant partnerships between human service, business and political leaders.
- Promoting professionalism and pride within the human service and nonprofit industry.
- Enhancing the cultural competence of organizations to meet the needs of diverse populations.

Programs & Membership Benefits

- Networking Breakfasts with thought-provoking keynote addresses or panel presentations
- Professional development workshops
- Certificate Series
- Monthly Roundtable discussions for nonprofit professionals
- Free Job Postings
- Access to skills-based, professional volunteers through Catchafire

WHAT HSF BOARD SERVICE INVOLVES

Serving on the board of HSF is a rewarding experience that enables members to combine their skills and passion to make a positive impact in the human service and nonprofit community of Western MA. HSF Board members have the opportunity to build and hone leadership skills, enhance their individual and/or agency reputation, and broaden their personal and professional networks through collaboration with other passionate executives. Board members serve on a voluntary basis. We hope the following information will help you decide whether HSF board service is a good fit for you at this time.

Role & Responsibilities

In partnership with the Executive Director, the board helps ensure that the organization remains mission-focused, financially sound, and responsive to the needs of the human service and nonprofit industries.

At a high level, board members:

- Determine the mission and purpose of the organization and actively participate in strategic planning
- Ensure strong fiduciary oversight and financial management
- Leverage connections, networks, and resources to help HSF fully achieve its mission.
- Ensure the Executive Director has the support needed to further the goals of the organization.
- Participate actively and thoughtfully in the work of the board and act in the best interests of HSF.
- Assess its own performance as the governing body of HSF

What we're looking for in board members:

- HSF board members are typically executive directors or senior level leaders from HSF member organizations who are able to make or influence membership or programming decisions.
- We are actively seeking Directors who can bring their expertise one or more of the following areas:
 - Fundraising/Development
 - Data Management
 - Information Technology
 - Employment Law/Human Resources
 - Business Partnerships
 - Marketing/Public Relations
 - Training/Events Planning
 - Finance/Accounting
 - Alternative Funding Strategies
 - Diversity, Equity, and Inclusion
- Board members must be employed by member organizations of HSF. If applicable, your non-member will need to join HSF if you would like to be selected for this opportunity.
- Board members' organizations should be reasonably representative of the geographic communities, service categories, and agency budget size of our membership.

Time Commitment & Participation

- **Term length:** Directors may serve up to two consecutive three-year terms except for service as an officer or committee chair or after a one year absence from the Board of Directors.
- **Meeting Attendance:** Board meetings are held at least quarterly. Three unexcused or five total absences may constitute grounds for removal as a director upon a vote of the Board.
- **Committee service:** Each director is expected to serve on at least one committee. Current standing committees include Finance, Governance, Membership & Marketing, and Training & Special Events.

WHAT CURRENT DIRECTORS SHARE ABOUT SERVING ON HSF'S BOARD

Here's what some current board members shared about why they joined the board, the most rewarding part of serving on the board and the skills they've been able to use and develop.

"My motivation to join the Board centers around the work I do with Human Service organizations. Being on the Board helps me to stay up to speed with what is happening in this sector. The most rewarding part of this role is getting to work with and learn from peers. Skills I've been able to use as a board member are problem solving and collaboration." – **Ben Garvey, HUB International**

"Becca asked me to consider joining, and I wanted to support HSF's mission and Becca's leadership, and to connect with other leaders. I thought I might have something to contribute regarding my experience in supporting Justice, Equity, Diversity, and Inclusion (JEDI) work. The most rewarding part of serving is having the opportunity to support a small team with a robust vision! I appreciate Becca's driven nature and how she listens deeply to the emerging needs of Western Mass nonprofits. To be at the table as an influencer and supporter is very rewarding. I've been able to use and develop skills like discernment: steeping on the issues at hand to get to the larger questions; holding space for others processes and Becca's leadership; organizational development; and networking." - **Kristel Applebee, The Consortium**

"I was a longtime member and found the training and networking opportunities helpful. As my leadership role grew at my organization, I found it even more helpful. I joined the Training committee, which led to me joining the board. The most rewarding part has been the ability to support the mission of the organization as well as the ability to get to know other professionals in the field. I get to bring my expertise around training as well as my perspective on best practices and challenges in the field." – **Mary Curtin, Suffield Community Aid**

"I joined the board because the opportunity presented itself and HSF had been a long-standing partner. The most rewarding part of serving has been seeing HSF grow, innovate, and thrive. I have been able to use my HR-related knowledge and experience." - **Tim Murphy, Skoler, Abbott and Presser, P.C.**

"I was very pleased to be asked to join the HSF Board. Having worked in Western MA, my previous agency used HSF training for staff and managers. When I began working in Holyoke, West Mass Elder Care used HSF more regularly for training. My motivation for joining the board was to learn more about HSF as well as network with and learn from colleagues. The most rewarding part has been participating in board discussions and seeing HSF learn and grow. The skills I've been able to use as a board member are problem solving, strategic planning and community engagement." - **Roseann Martocchia, Access Care Partners**

"This is my second time around on the HSF board. I agreed to come back because I love HSF! Because I also run a small nonprofit, I understand the challenges that come from wearing many hats and know how important it is to have board members who can be a resource to you. Being able to work closely with Becca has been the most rewarding but also being able to connect with colleagues from a variety of organizations. Through committee work I am able to work on the kinds of things I most enjoy about my own job and further develop skills such as financial management and process development." - **Denise Cogman, Springfield School Volunteers**

Thank you for considering how your time, experience, and perspective might support HSF's work!
[Please click here to complete the Board Candidate Application.](#) Someone will be in touch soon.