HelpingPeopleNetwork
Newsletter

Hi there,

we are pleased to present to You the sixth Newsletter, as You can see in a brand new professional layout, concentrating on the Organization Structure and the roles that participants can play within the Network. It is our opinion that the best moment to setup the basic structure of any organization is **as early as possible**. (Well, that's about now!) Defining it's structure also means that we have to define what role(s) have to be played to make it work. Therefor on the last page, You will find a table of roles out of which You can choose, what You would like to do within the Network!
We hope You all got a basic understanding about the Network after reading the previous Newsletters. Of course, time will tell us how these working methods and ideas will work out in "real life", but we realized that we need to have a basic set to begin with. In the meantime, the development of the Network's website and Information Archives is ongoing.

Bye for now! Have a good time!
Kind Regards,
Peter Maas

PS: feel free to forward our Newsletters to Your Friends and Family. When forwarding the Email message, please include **subscribe-newsletter@helping-people.net** in the CC-field of the message, so that we can add the Emailaddress(es) to our Mailinglist.

Photo: Peter Maas

This Issue:
Organization Structure
Participant Roles

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November 06

The Organization Structure

As already explained in the last Newsletter, the organization structure has three layers, as shown in the previous Newsletter. The following paragraphs describe the organization structure for each layer.

The Headquarters

The following is the Headquarters' organigram and shows the various HQ teams:

Helping People Network - Headquarters Organization Structure
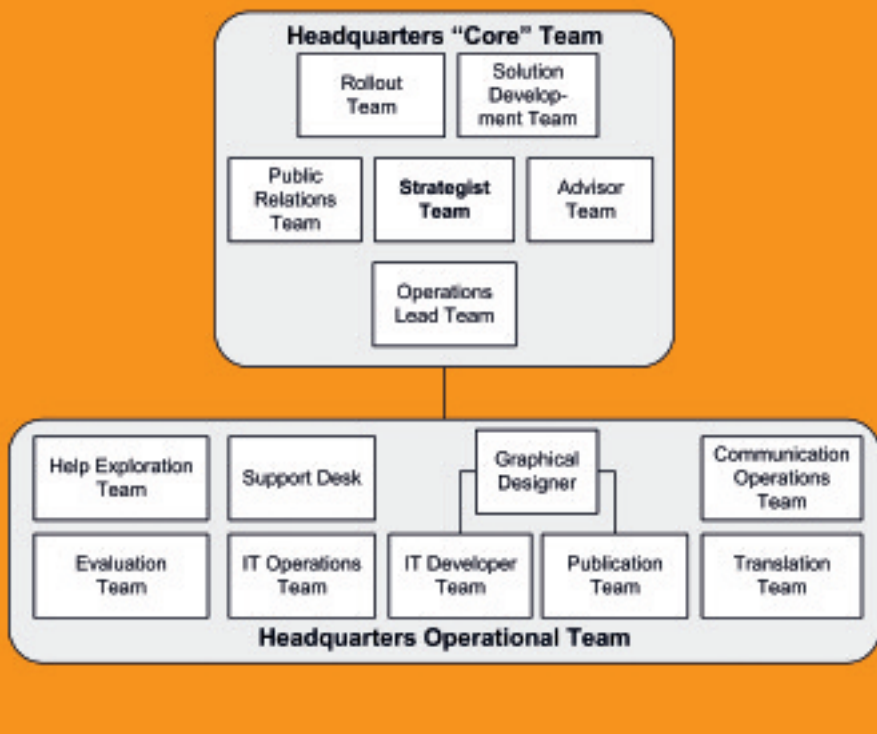
As You can see the teams are subdivided into two groups: the "core" team and the operational team.

Strategist Team

This is the Network's Headquarters "core" team and is responsible for:
- Defining, protectingand publishing the Network's "Constitution" containing it's Principles & Rules.
- Defining & distributing network wide directives, instructions and other essential messages.

Rollout Team

The Rollout Team specializes on the Planning & Coordination of the rollout to new areas and setting up Regional Centres.

Solution Development Team

The Solution Development Team explores and develops common solutions for common problems in cooperation with universities and other competence centers, technical facilities/schools.

Public Relations Team

A Public Relations team takes care of the following tasks:

- Integration of new participants, relief workers and aid organizations into the Network.
- Public relations activities, "recruiting" of prominent promotors, attending essential public meetings/conferences.
- Prominent promotors, called ambassadors, "broadcast" the Network's Principles, way of working and essential messages to the media and represent the Network on their public appearances.

Advisor Team

On many occasions the Network will need and request advice from experts in the "field". We realize that the world already knows "what went wrong" and in many cases we can learn a lot from these experienced advisors. We will try to create a team of advisors for every discipline in the field, that can support the other teams in their work by telling the "Do-s", the "Don't-s" and the "Why-s".

Operations Lead Team

This team is composed of the leaders for the teams as described in the following operational HQ Teams who join in meetings with the "Core" teams.

Communication Operations Team

Processing of incoming and outgoing correspondence and electronic messages for the entire Network is controlled and maintained by this team. Furthermore they take care of the day to day operational worldwide organization and coordination of the regional centres.

IT Operations Team

Here lies one of the most important tasks within the Network: they have to provide the Network's technical infrastructure as well maintain & secure of the Network's Website and Information Archives.

IT Development Team

This team is responsible for the development of the Network's Website, Information Archives and internal systems.

Publication Team

Publication of explanatory documentation, newsletters and other essential information regarding the activities of the Network are the tasks for this team.

Graphic Designer

Both the IT Developer as well as Publication team are guided by the graphic designer who is responsible for the common look-and-feel for the Website and all documents issued by the Network.

Translation Team

Every document or message published has to be translated for the regional centres to forward to non-Englisch speaking people. This team translates all HQ originated publications and serves as a backup for translators in regional centres.

Photo: Peter Maas

Help Exploration Team

This team will explore the "market" of (large worldwide) aid organizations and documents for which kind of help requests they can be contacted. These organizations are contacted and the team will try to maintain an "open line" with them to ease future communication and projects.

Evaluation Team

In the course of time this team's importance will grow as the will be called to evaluate escalated situations in"problematic" projects and will have to find and elaborate solutions for them. They will visit the related regional centres and local areas to assess the situation, find, work out and implement a solution.
Under normal circumstances this team supports regional centres in such issues from the HQ.

HQ Support Desk

The HQ Support Desk is always available and works in 8-hour shifts. To cover 24 hours a day one team of at least two persons in the HQ or in one of the regional centres on all active continents take part in these activities. All necessary communication is routed to the on-duty team.

Although unlikely, in case of an inavailability, this taskforce is backed up by another team in another regional centre on the same continent. Furthermore, the participants in this taskforce do not have to be IN the HQ or regional centre, as long as they maintain electronic access to the Network.

Regional Centres

The following is the standard Regional Centre organigram and shows the various teams:

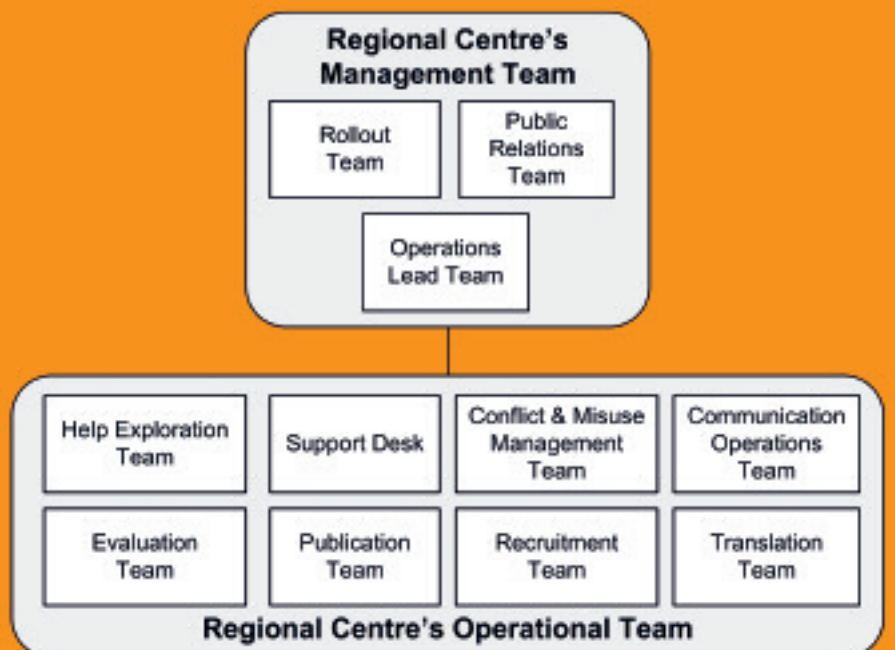**Helping People Network - Regional Centre Organization Structure**

Photo: Ken Tamayo

As You can see the teams in the Regional Centres are also subdivided into two groups: the management and the operational teams.

The following teams have a counterpart in the HQ, have the same objective and activities but on a regional scale and cooperate with their HQ-counterpart:

• Rollout
• Public Relations
• Operations Lead
• Help Exploration
• Evaluation
• Support Desk
• Publication
• Communication Operations
• Translation

The following team are specificfor regional centres:

Recruitment Team

This team concentrates on finding, informing and training interested local representatives for planned new rolled out areas and very closely work together and simultaneously with the regional rollout team.

Conflict & Misuse Team

As explained in the fourth Newsletter conflicts and misuse are handled by the regional centres.

Local Representations

On a local level, we cannot say that there an organization structure. Local representatives work mostly alone, although we are thinking of teambuilding on this level as well!

The Network's local representations each take care of the following tasks:
1. Upholding "Life-Sign" contact with the related regional centre.
2. Processing of incoming and outgoing correspondence and electronic messages.
3. Act as contactperson for help requestors.
4. Evaluation of help requests and discussing the request with the requestor(s).
5. Coordination of aid activities in the area.
6. In urgent cases help out him-/herself.

Photo: Sandra Grube

Participant Roles

Each of the participants in the Network is able to choose the activities s/he wants to do. Of course, we want to create a stable and workable organization, so we have to be able to rely on participants' agreed commitments.

Once a participant chooses to play a role somewhere in the Network, s/he commits to an agreed period, time available and agreed activities. The reason for this is obvious. Of course, in return s/he may expect to be supported in her/his activities by her "colleagues".

Most activities are therefor executed by a group of participants, so-called taskforces. Two or three know more than one, the ideas are evaluated directly by other people, and, when one participant is prevented from taking part, the others can take over. Apart from the practical advantages, it is our experience that in many cases, working in a small group is more effective and motivating.

The following paragraphs describe the various roles a participant can choose in the Network, related to the organization structure as explained in the previous Chapter. The following table contains the role divided by level and team.

Team	Role	HQ	Regional Centre	Local Representation
			Level	
Strategist	Strategist	X	–	–
Rollout	Rollout Explorer	X	X	–
Rollout	Rollout Coordinator	X	X	–
Solution Development	Project Coordinator	X	X	–
Solution Development	University/ School Contactperson	X	X	–
Solution Development	CompetenceCentre Contactperson	X	–	–
Solution Development	Handyman / Inventor	X	X	–
Public Relations	Ambassador	X	X	–
Public Relations	Promotor	X	X	–
Public Relations	Press Relations Coordinator	X	X	–
Geopolitical Advisor	Advisor	X	–	–
IT Advisor	Advisor	X	–	–
Economic Advisor	Advisor	X	–	–
Geographical Advisor	Advisor	X	–	–
Construction Advisor	Advisor	X	–	–
Infrastructure Advisor	Advisor	X	–	–
Educational	Advisor	X	–	–

Team	Role	Level		
		HQ	Regional Centre	Local Representation
Advisor				
Help Exploration	Contactperson Aid Organisations	X	X	–
Help Exploration	Contactperson Relief Workers	X	X	–
Help Exploration	Coordinator	X	X	–
Evaluation	Project Coordinator	X	X	–
Evaluation	Project Evaluator	X	X	–
Evaluation	Photographer / Filmer	X	X	–
Evaluation	Mediator	X	X	–
Evaluation	Handyman / Inventor	X	X	–
Support Desk	Call Coordinator	X	X	–
Support Desk	Mediator	X	X	–
Support Desk	IT/Communication Support	X	X	–
IT Operations	Infrastructure Supervisor	X	–	–
IT Operations	Website Supervisor	X	–	–
IT Operations	Archive Supervisor	X	–	–
IT Operations	System Administrator	X	–	–
IT Operations	Database Administrator	X	–	–
IT Operations	Applications Administrator	X	–	–
Graphic Design	Graphical Designer	X	–	–
IT Development	Website Developer	X	–	–
IT Development	Systems Architect	X	–	–
IT Development	Database Developer	X	–	–
IT Development	Information Archive Developer	X	–	–
Publication	Technical Writer	X	X	–
Publication	Documentation Writer	X	X	–
Communications Operations	Communication Specialist	X	X	–
Communications Operations	Communication Coordinator	X	X	–
Translation	Translator	X	X	–
<local>	Local Representative	–	–	X
<local>	Mediator	–	–	X
<local>	Helper / Reliefworker	–	–	X
<local>	Project Coordinator	–	–	X

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Conclusion

As You can see many roles are available. However, subdivided in teams and levels, many activities can be done from Your home, as long as You maintain electronic access to the Network.

And as far as possible we will create workgroups, so You will not be on Your own.In case You're ready to rollup your sleeves, please contact us by Email through: **new-participant@helping-people.net**
and tell us what role You would like to play, what You would like to do, what Your motivation is and give us an idea of how much time You would be able to spend on average per week.

Your participation is also highly appreciated!

Next Issue:

In the next Newsletter we will go into Helping People Network's detailed roadmap for the near future. Now that the basic "formula" is defined, we can start defining "first" and "next" to-do's, expand the number of people involved in the Network to play the roles as mentioned throughout this Newsletter.