

# **Outreach Team Mandate**

March 2, 2013

***The work of the Outreach Team supports the following specific elements of the Trillium Hollow Vision, Mission, Values and Covenant:***

1. Service to Trillium Hollow community through creating and maintaining the community's outward face with website, responses to inquiries, and conducting tours.
2. Service to Trillium Hollow Community owners by maintaining a list of interested people who might want to know when a unit is available for purchase or rent.
3. Service to the regional and national co-housing community: by engaging as a resource and as a collegial organization; by promoting a model of a different way of living together; and, by educating people on what cohousing is/is not.

***The team is a Standing Team.*** Members serve as long as they wish.

***The following qualities are valuable or desirable for people serving on the Outreach Team:***

1. All members need an understanding of cohousing based on their experience of living and participating in cohousing.
2. Team members (and the "tour guides") are familiar with the generic questions that most new visitors may have, especially if this is their first look at cohousing.
3. Team members are comfortable interacting with visitors interested in Trillium Hollow.
4. Some members require an understanding of our website and how to update it.

***Members of the Outreach Team are self-selected.***

***The Outreach Team is empowered to self-organize.***

***The Outreach Team must have a convener/team lead and a minute's taker.***

***The Outreach Team is expected to accomplish the following:***

The Outreach Team serves as the primary connection between Trillium Hollow and the greater world. This includes education, information, site tours, service to interested individuals and potential residents. The service to potential residents includes: an introduction to the Trillium Hollow community; connecting to a Buddy; and, organizing a Path to the Neighborhood.

As stated in Oregon law, the Outreach Team is not responsible for or legally authorized to engage in communication pertaining to contractual relationships between potential sellers and buyers or renters and owners.

Consistent with Trillium Hollow's mission, values, and covenant, the members of the outreach team honor the community obligation to non-discrimination.

The team consists of a team lead and 2-5 additional people to accomplish the following:

1. Responding to incoming calls and emails

2. Scheduling and conducting tours of the community
3. Training for residents wishing to be tour guides
4. Maintaining a list of community members to give tours
5. Developing and maintaining the website
6. Maintaining a list of people who express interest in living at Trillium Hollow
7. Facilitating communication by providing contact information for both the owners and potential residents and interested parties
8. Maintaining the Buddy Group program including training of residents desiring to act as Buddies, and updating training literature (Buddy Packet) as needed (DLA 3)
9. Assign Buddies to prospective residents
10. Organizing Paths to the Neighborhood with the Buddies (DLA 3)
11. Participating in local, regional, and national efforts to increase awareness of the value of cohousing (i.e. PDX+ Cohousing group).
12. Advising the community on upcoming outreach and cohousing events

***Deadline expectations for completing work.***

Generally there are no firm deadlines on tasks. However, in any contract or lease/sales situation, a timely response is necessary for the related work including assigning a Buddy to a prospective resident, contacting interested parties for organizing a Path to the Neighborhood, and notifying the community of such action in a timely and appropriate manner.

***The Outreach Team requires the following resources to complete its work:***

1. An outward electronic face to the greater world – ex. website
2. A navigable website and labor and skills to maintain it
3. Residents to lead tours
4. Residents to serve as Buddies
5. Level 3 Budget allocation for external public relations support and activities (i.e., national cohousing association annual donation, participation in the Green Living Show, food for annual bus tour and PDX Cohousing meetings).

***The Outreach Team will create and disseminate reports to the community in the following fashion:***

1. Regular communication on internal communication system for the community regarding Buddy selection and scheduling for Paths
2. General reporting to the HOA on an annual basis and through the budget fair regarding use of funds allocated for Outreach work.
3. Monthly team minutes out within one week

***The Outreach Team is authorized to make the following decisions without approval of the plenary:***

1. Outreach determines when tours are to be conducted (DLA-4)
2. Outreach oversees the content of the website, including making editing decisions to maintain continuity and quality of information presented. (DLA-4)

***The Outreach Team will coordinate and share authority with teams and residents with regard to the following:***

**Website:**

1. Collaborate with residents to provide editing and updating of their own biographical information.
2. Interact with the Tech Team which has our webpage on its server.

***Community members are welcome to attend monthly Outreach Team meetings, as well as suggest topics for discussion.***