

Annex 2: Role of a WOSM Consultant

The WOSM Services offers high-quality and effective support to strengthen the ability of National Scout Organizations to deliver better Scouting through high quality activities and programmes worldwide. Services may be provided through sharing of resources and toolkits, online meetings or in-person support on request and tailored to meet the needs of the NSO.

Title	WOSM Consultant
Coordinates with / reports to	The WOSM Consultant will be responsible to their respective Region on a day-to-day basis, while being supported by the Global Consultants Support Group (GCSG) and service leads as member of the global pool of WOSM Consultants.
Position concept	The WOSM Consultants Pool is a global network of trained experts in different service areas. This network, composed by volunteers and staff, is able to provide expert advice and deliver targeted support to NSOs based on the WOSM service model.
Roles and responsibilities	<p>The WOSM Consultant is expected to:</p> <ul style="list-style-type: none"> • Already have a good level of understanding and expertise in the service appointed to them. • Keep both their consultancy and service area competencies and knowledge up to date by attending biannual online training sessions provided by the GCSG and annual service refresher training provided by the service leads. • Once assigned to a service, acquire the necessary background information made available by the service team on the service requested by the NSO. • Support NSOs to develop an action plan (or a roadmap) related to their service request if necessary or support the action plan put in place by the service team. • Provide advice and deliver direct support as requested by the NSOs and agreed by the service team member. • Consult with, follow-up, and update the service team member on the progress of the service request. • Support NSOs to report on and to share their service experience through the WOSM Services Platform. • Evaluate the delivered service within the agreed timeframe. • Manage their tasks and their profile via the WOSM Services Platform on a regular basis, including uploading all necessary files, updating their availability, sharing updates on service requests etc.
Competencies required	<p>Please refer to the Competency framework for WOSM Consultants.</p> <p>The second part of this document outlines the key competencies a Consultant must have in order to pass the recruitment phase successfully. WOSM will provide capacity building opportunities to develop the remaining competencies throughout a Consultant's</p>

	mandate.
Working methods and conditions	<ul style="list-style-type: none"> • Online meetings, Slack, email, and communication through the WOSM Services Platform are the main tools which the Consultant must use. • Online service delivery is common, although some travel might be expected during the term of appointment to deliver in-person support to NSOs. • For occasions when in-person delivery is essential, practical, and logistical support for field visits will be provided by the Regional Support Centre. • Continuous training opportunities and remote support (coaching, peer support, GCSG support) will be provided.
Recruitment and appointment	<ul style="list-style-type: none"> • Recruitment of Consultants is via an open call by World Scouting. Shortlisted candidates will be evaluated by the Region in coordination with the GCSG. • Upon application, each Consultant must be endorsed by their NSO. • On completion of the in-person consultancy skills training, including the Safe from Harm course and e-Induction, a mutual agreement between the Consultant and the World Organization of the Scout Movement will be established. • After the successful completion of the training process the formal act of appointment will be conducted.
Performance review	Twice in the term, Consultants will be asked to engage in an overall 360 performance review with a Regional lead, the service lead, or a GCSG member. This review will be based on the evaluations received from the services delivered by the Consultant.
Term of appointment	<p>The WOSM Consultant will generally work for a period of three years after their appointment.</p> <p>Appointment could be renewed based on the mutual agreement between the Consultant and World Scouting. NSOs will be consulted for re-endorsement prior to the renewal.</p>