

Leader Roles and Responsibilities

Leadership is a key element in keeping the CRCG alive in a local community. Each CRCG is unique and the leadership structure of each may be determined by several factors. It is recommended that leadership be shared by a team, dividing responsibilities among several individuals, limiting the burden on any one person. Leadership teams may include a Chair, Co-Chair, a Recorder or Secretary, Data Reporter, and a Coordinator. Each CRCG determines its leadership structure and the process for choosing leaders and documents it in the bylaws. Many CRCG members volunteer to take on a leadership role within their group.

After you have selected your leadership team, notify the State CRCG Office of their contact information to update the contact database and website information. If available, email a list of all your members for the State CRCG Office to keep on file. Send this information to CRCG@hhsc.state.tx.us.

Leader Roles

The responsibilities outlined under each of the following leader roles are common examples and may change based on the CRCG structure, needs, or strength of each leader. Use the Member Roles and Tasks worksheet (available on the [website](#)) to help identify which roles need to be filled in the CRCG.

Chair

- Overall responsibility managing the CRCG.
- Facilitates CRCG meetings.
- Spokesperson for public awareness.
- Serves as a referral point of contact.
- Liaison to the State CRCG Office.
- Maintains accurate contact information in the CRCG directory hosted on the CRCG website.

Co-chair

- Facilitates meetings when the Chair is absent.
- Assumes roles as delegated by the Chair, agreed upon by the leadership team, or assigned by the CRCG as a whole.
 - These roles may include screening referrals, public speaking on behalf of the CRCG, recruiting members, placing reminder calls to members, meeting scheduling and invitations, etc.
- Records meeting minutes (if there is no Recorder or Secretary).

Recorder or Secretary

- Keeps record of the meeting minutes.

- Maintains an accurate up-to-date membership roster and confidentiality agreements.
- Records recommendations on the ISP form.
- Reports monthly aggregate data in the online statewide data collection system regarding people served, barriers to service, and community gaps.
- Distributes meeting notices.
- Sends timely reminders to lead entities responsible for follow up reports at upcoming meetings.

Data Reporter

The data reporter does not need to be a separate role, but some CRCGs have a person assigned solely for data reporting tasks including:

- Tracks monthly staffing data.
- Reports monthly aggregate data in the online statewide data collection system.

Coordinator

As CRCGs grow and evolve and the volume of CRCG referrals increases, many CRCGs benefit from having a coordinator. A coordinator is a dedicated staff position to assist the CRCG. The coordinator serves as staff to the CRCG, rather than as a member. The coordinator may assume many of the tasks completed by the chair or others in the leadership team, including:

- Screens referrals.
- Meeting preparation, including notifying members, preparing materials, and briefing the individual or family prior to their staffing.
- Assists in developing the meeting agenda.
- Drafts minutes.
- Public awareness presentations.
- Data collection and reports.
- Lead point of contact for follow up on an ISP when there is not a clear lead.
- Encourages completion of the satisfaction survey.

Leadership Selection Process

It is very important for the CRCG to have a specific selection process established to ensure the sustainability of the CRCG. Leaders may unexpectedly have to leave their positions and having a defined leadership selection process outlined in the bylaws may make it easier for the CRCG to stay in operation.

Each CRCG creates their own process for leadership selection.

- Some CRCGs ask for volunteers and others may ask their members to nominate individuals.
- CRCGs may schedule annual elections and elect their leader(s) at a specified monthly meeting each year.
- Others rotate the Chair among agency members every year.

- Some CRCGs treat the Co-Chair or Vice Chair as a Chair-Elect who assumes the role of the Chair the following year.
- Other CRCGs have the same Chairperson for as long as they choose. In this case, it is recommended that an annual election is held to affirm the continuing leadership support by the group.

Leadership roles, selection processes and length of terms should be determined by the CRCG group and outlined in bylaws.

The models that work best in finding and retaining leadership include:

- A leadership team structure, instead of a single CRCG leader.
- Clearly outlined leadership team responsibilities.
- Defined term lengths.
- A designated leadership selection process.

The CRCG Guiding Principles recommends that CRCG leaders and the terms for leaders be re-evaluated annually. This can increase member participation in the process and reaffirm continued leadership support by the group. It may also provide CRCGs the opportunity to identify members who may be interested in leadership in the future.

Things to Consider in Choosing Your Leadership Team

The selection of the leadership team is among the most important tasks a CRCG undertakes. Leadership is crucial to the success of the CRCG process. The leadership team commits time, skills, and energy coordinating both CRCG members and vital resources in a collaborative process to help people with complex needs.

Refer to the Member Roles and Tasks worksheet to help the CRCG identify the qualities that would be helpful in leadership team members. Skills to support the CRCG may include:

- Compassion
- Leadership
- Group facilitation
- Group motivation
- Planning
- Note taking
- Data management
- Communication
- Outreach
- Partnerships

Delegating Tasks

Tasks do not necessarily need to be divided by roles as outlined above. If you have multiple leaders, tasks can be delegated based on each other's strengths. For example, a CRCG may have two co-chairs and the first one may be very comfortable with public speaking, so they lead and facilitate the meetings. The other co-chair may be experienced in managing coalitions, so they may oversee meeting and staffing logistics and ensure that members are informed of upcoming meetings. Regardless of the leadership structure the CRCG decides to implement, ensure that each of the tasks mentioned in the Leader Roles section is covered by someone and that everyone's responsibilities are clear.

For various reasons, some CRCGs may only have one chair and to help lighten the workload on the sole leader, your CRCG can create an informal team by sharing responsibilities with your members. Members can volunteer for tasks and assignments without holding formal leadership roles. CRCGs may use the Member Roles and Tasks worksheet to divide tasks, decrease the workload of leaders, and increase ownership and participation by members.