

A large, light green stylized symbol of the Lambda Chi Alpha fraternity is positioned on the left side of the cover. It consists of a vertical bar with a horizontal crossbar and a curved tail at the bottom left.

2012-2013

Volunteer Management Manual

Lambda Chi Alpha Fraternity

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Welcome Message

Dear Brother –

Congratulations and thank you for your willingness to be a volunteer for Lambda Chi Alpha. We recognize that this decision is based in your earnest and sincere desire to enrich the experiences of our undergraduate men. You have an extraordinary opportunity to be an example and guide to the men you engage.

Your role will provide you with an opportunity to nurture the skills of the officers and brothers with whom you will work while simultaneously allowing you to impact their personal growth and development. This is a remarkable opportunity for you to positively affect the lives of young brothers who will look to you for advice, support, and direction.

Lambda Chi Alpha needs your example to provide a concrete testimony to unwavering commitment to our Core Values and ideals. Be mindful that your behavior, attitudes and words will always be a focus of scrutiny for the undergraduates you advise and counsel. Be prudent, thoughtful, sensitive, and fair as you approach the responsibilities of your position. Most important of all, you are asked to remember that the impact of your faith, hope and love will ultimately define your success as an advisor and your own personal growth in connection to Lambda Chi Alpha.

The following pages of the Volunteer Management Manual will provide you with information that will help you better understand the volunteer roles within ΛΧΑ, as it is essential to your own growth and development in working with the undergraduate men.

Yours in ZAX and Friendship, Always,

Justin L. Fisher
Associate Director of Chapter Services
Lambda Chi Alpha International Fraternity



Lambda Chi Alpha:

Vision / Mission

Vision

To lead a co-curricular Greek movement, predicated on partnership and collaboration amongst the undergraduates, host institutions, alumni and ΛΧΑ Fraternity, and offering an experience that focuses on the maturational development of today's college man. Lambda Chi Alpha strives to extend itself beyond the traditional social fraternity in practice and principle.

Mission

Through our Core Values, learning model, and ritualistic teachings, Lambda Chi Alpha aims to systematically develop our men by fundamentally shaping who they are, what they know, and what they can do.



Lambda Chi Alpha:

Core Values

Core Values

- **Loyalty**
Establishes the correct order of our obligations and commitments. Unswerving allegiance to the organization and its laws, ideals, and defining principles, prevents us from misplacing our loyalties.
- **Duty**
Delineates the sum total of all laws, rules, and customs that make up our organizational, civic, and moral obligations. Our values originate with duty because we expect individuals, as a minimum, to fulfill their obligations. We often expect individuals to exceed their duty, especially in ethical matters.
- **Respect**
Denotes the regard and recognition of the absolute dignity that every human possesses. Specifically, respect indicates compassion for and consideration of others, including sensitivity to and regard for the feelings and needs of others.
- **Service & Stewardship**
Service before self signifies the proper ordering of priorities. The welfare of the organization comes before the individual's. While the focus is on service to Lambda Chi Alpha and broader communities, this ideal also incorporates the concept of stewardship, of holding something of great value in trust for others.
- **Honor**
Describes the complex of all values that make up the public code of the individual. Significantly, honor provides the motive for action and demands adherence to a public moral code, not protection of reputation.
- **Integrity**
Encompasses the sum total of a person's set of values – his private moral code. A breach of any of these values will damage the individual's integrity. Integrity, closely related to the word *integer*, refers to a notion of completeness or wholeness.
- **Personal Courage**
Depicts the premier virtue that enables us to persevere despite fear, danger, or adversity. Personal courage includes the notion of taking responsibility for decisions and actions. Additionally, it involves the ability to perform critical self-assessment, to confront new ideas and to change.

Lambda Chi Alpha Profile

Headquartered in Indianapolis, Lambda Chi Alpha Fraternity, Inc. is one of the largest and fastest-growing men's general fraternities in North America.

- Founded by Warren A. Cole as a student at Boston University, on November 2, 1909.
- Approximately 275,000 total initiated brothers; 175,000 living brothers
- Approximately 10,000 undergraduate brothers
- Nearly 200 active chapters at colleges and universities

The youngest of the 15 largest social fraternities, Lambda Chi Alpha has initiated the third highest number of men (based on North-American Inter-fraternity Conference statistics).

Educational Programming

Lambda Chi Alpha recognizes its role as an educational institution, partnering with colleges and universities in providing key elements in the journey of personal, maturational development. The *TRUE* Brother™ Initiative is a comprehensive, systematic development of undergraduate and alumni development. Begun in 2007, the *TRUE* Brother™ Initiative is centered around Seven Core Values and the Lambda Chi Alpha Learning Model™.

Seven Core Values

- Loyalty
- Duty
- Respect
- Service and Stewardship
- Honor
- Integrity
- Personal Courage

Learning Model

- Experience
- Reflect
- Make Meaning
- Share



Lambda Chi Alpha Profile – *Continued*

Creed of Lambda Chi Alpha

We believe in Lambda Chi Alpha, and its traditions, principles, and ideals. The crescent is our symbol — pure, high, ever growing; and the cross is our guide — denoting service, sacrifice, and even suffering and humiliation before the world, bravely endured if need be, in following that ideal.

May we have faith in Lambda Chi Alpha and passion for its welfare. May we have hope for the future of Lambda Chi Alpha and strength to fight for its teachings. May we have pure hearts, that we may approach the ideal of perfect brotherly love.

Research & Results

The analysis of Lambda Chi Alpha's data, focused on development of five competencies within undergraduate members (self-awareness, self-esteem, empathy, altruism, capacity for intimacy), has revealed the significant impact of the *TRUE* Brother™ Initiative. Of special note is that men from chapters most completely implementing the *TRUE* Brother™ Initiative are showing increases on each developmental competency from association to initiation.

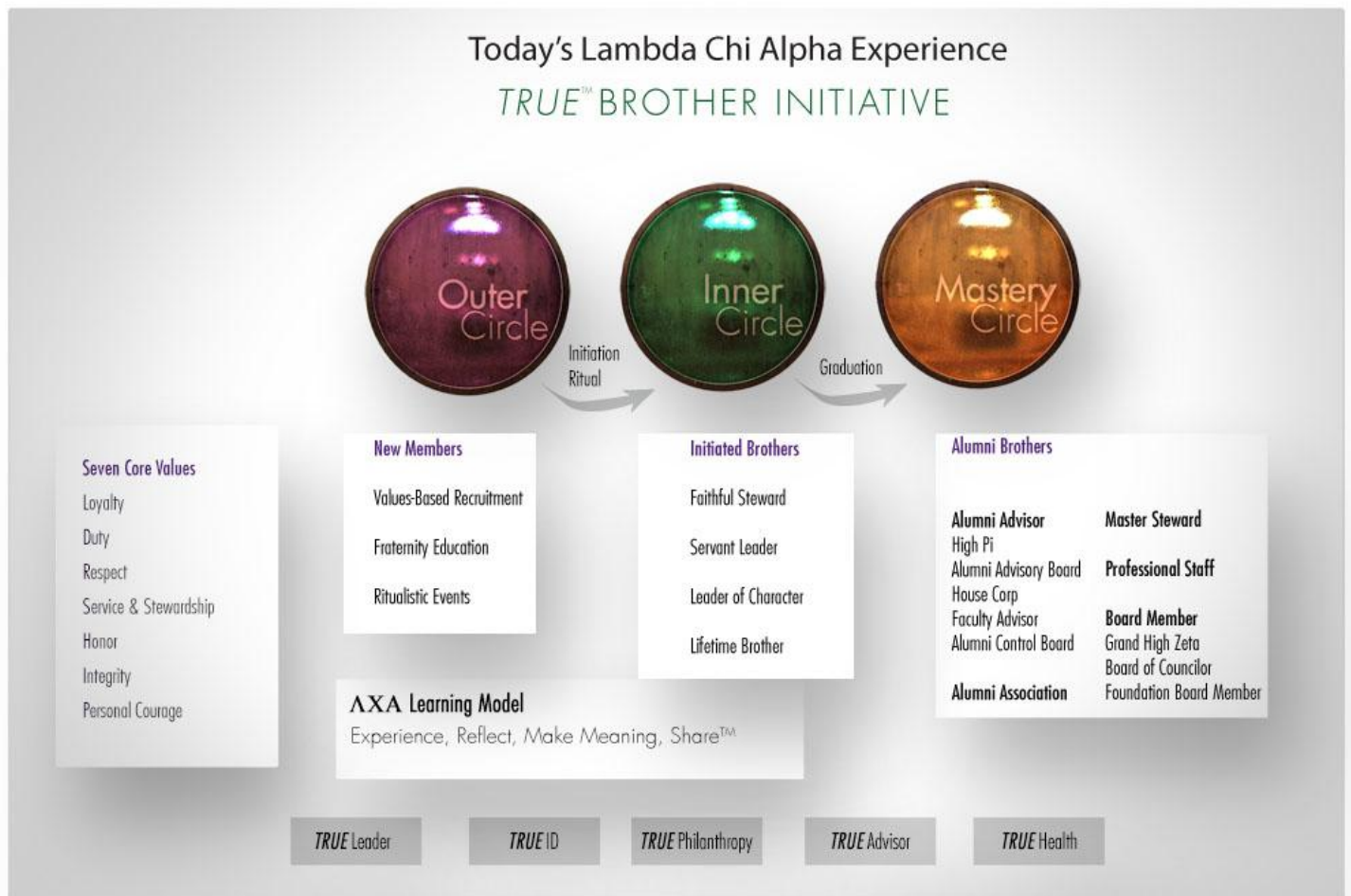
Specifically, the data shows that men from those chapters are evidencing a level of empathy more than double the normative mean for comparison peer data sets. This research is believed to be the first of its kind, as it uses psychological, maturational development surveys to measure both the efficacy of a learning model intervention and the overall impact of membership in an undergraduate, collegiate fraternity.

Alumni Volunteer Certification Process

Lambda Chi Alpha currently employs a certification process to ensure that all Alumni Volunteers are fully aware of the policies, procedures, and direction of the Fraternity. There are three (3) pieces that must be completed in order for any volunteer to be certified and the certification cycles run every 2 years, from October 15, 2012 until October 15, 2014. These are the components of the Alumni Volunteer Certification:

- Online Affirmation – A pledge on behalf of the alumnus that he has read and will adhere to the policies and procedures of Lambda Chi Alpha.
- Self-Disclosure – A profile detailing the experience of the applicant inside and outside AXA
- Background Check – Third-party background check from Validity Screening Solutions

Lambda Chi Alpha: *TRUE*TM Brother Initiative



Lambda Chi Alpha: Strategic Plan



Volunteer Roles in Lambda Chi Alpha

Within Lambda Chi Alpha, there are a variety of volunteer roles that impact the creation, implementation, and administration of our educational curriculum. The following pages describe the various levels of Lambda Chi Alpha's Internal and External Volunteer Structure.

The opportunities for volunteers are as follows, and the ensuing pages describe each type of volunteer in detail.

Volunteer Roles in Lambda Chi Alpha's Mastery Circle

High Pi

- Chief Alumni Advisor, Chief judicial officer and representative of the Grand High Zeta in the Chapter

Alumni Advisor

- Advise the chapter in sound chapter management as part of an alumni advisory board (AAB), alumni control board (ACB) or as a chapter advisor

House Corp. Officer/Member

- Alumni Volunteers responsible for the management and operations of the physical plant for the chapter

Master Stewards

- Regional volunteers – adjunct staff at summer conferences/conclave events & aid in the development & accomplishment of goals at the conclave level.

High Pi – Position Description

Overview:

The Office of High Pi is an office of great dignity, demanding wisdom and prudence, as well as always being impartial and deliberate in judgment. In this advisory capacity, The High Pi must be sure to be familiar with all facets of a situation before acting, and then being candid yet diplomatic in giving advice. Familiarity with the affairs of this chapter is essential in order to properly advise the members of the chapters. It is important that the High Pi presents a good example by his attendance at meetings and other activities, and by conscientiously following the highest standards of conduct and integrity. He will be judged by the impartiality of your dealings with members of the chapter.

Direct Report: Associate Director of Chapter Services – Alumni Volunteer Coordinator

Specific Duties (Code III-13 and Code III-14 in the Constitution and Statutory Code):

The High Pi shall be the chief judicial officer and the representative of the Grand High Zeta in the Chapter. Appeals from decisions of Chapter officers, complaints, etc., shall be made through him to the Grand High Zeta when necessary. In his advisory and representative capacity, it shall be his duty to report to the Grand High Pi any violation of the Laws or policies of the Fraternity within the Chapter. He should attend the majority of Chapter meetings. He shall furnish such reports as may be requested of him by the Grand High Zeta or the Office of Administration, and he shall have such further powers and duties as may be prescribed by the Laws of the Fraternity or delegated by the Grand High Zeta. The High Pi shall also appoint and serve as Chairman of the Chapter's Alumni Advisory Board as provided in Code III-46.

Skill Sets and Characteristics:

- It is essential that the High Pi have a high regard for the policies and practices of Lambda Chi Alpha, exhibit what the Ritual teaches in everyday life, and is committed to serving the Undergraduate Brothers and Lambda Chi Alpha as the representative of the Grand High Zeta at the chapter level
- Must be an alumni brother of Lambda Chi Alpha and in good standing with the Fraternity
- Must complete the Alumni Volunteer Certification Process in its entirety
- Have a capacity to interact with current undergraduates
- Understand what programming Lambda Chi Alpha offers, and how to request/receive that programming
- Possess a basic understanding of the Lambda Chi Alpha Learning Model and Seven Core Values
- Bring credibility to the position through a respected personal reputation, with moral and ethical integrity

Intangibles:

- A significant amount of time needs to be dedicated to the creation and building of personal relationships with the High Zeta officers, Executive Committee members, and brotherhood as a whole
- A sincere desire to lead by example, coach, and mentor the Undergraduate Brothers who are active in the chapter
- A willingness to help the Undergraduate Brothers of Lambda Chi Alpha grow and develop during their experience by the use of the Seven Core Values and Learning Model

Alumni Advisor – Position Description

Overview:

Lambda Chi Alpha Alumni Advisors are all the men and women that interact with the Undergraduate Brothers to positively impact their undergraduate experience. It is important to know that while there are certain advantages to having Lambda Chi Alpha alumni brothers advising the undergraduates, sometimes it is more advantageous for the brothers to have non-affiliated advisors and also female advisors to provide a different perspective and approach to how Lambda Chi Alpha operates on that specific campus.

Over the years, it has been noticed that a wide array of mentorship and advising has been helpful for our Undergraduate Brothers, and the General Fraternity is in a position now where we have identified the need for significant role models for the Undergraduate Brothers, and will invite those necessary personalities to become involved with advising the Undergraduate Brothers so long as they are positively impacting the Lambda Chi Alpha experience on campus.

With it being said that men and women can participate, Lambda Chi Alpha recognizes that the alumni advisors are in the position to help with chapter operations, provide mentorship and guidance to individual members, support and advise High Zeta officers, or even work to ensure that the physical plant is adequate condition to foster the undergraduate experience.

Direct Report: Associate Director of Chapter Services – Alumni Volunteer Coordinator, High Pi

Specific Duties:

Alumni Advisory Board

- Meet as a group at least once a month to discuss what the undergraduate chapter is doing
- Meet with your specific High Zeta officer weekly (or as necessary) to ensure that he has goals mapped out and is working toward them
- As a group, create a schedule for who from the AAB will be attending each Chapter meeting, Associate Member education session, and other chapter events

Alumni Control Board

- Meet all of the specific duties as a member of an Alumni Advisory Board
- Schedule all meetings for the chapter, to fit your schedules as a collective group
- Assume all financial responsibilities for the chapter, and cease chapter financial records
- Manage all disciplinary issues within the chapter, and ensure that individual and chapter sanctions are upheld

Skill Sets and Characteristics:

- It is essential that all Lambda Chi Alpha Advisors have a high regard for the policies and practices of Lambda Chi Alpha and the host institution, and is committed to serving the Undergraduate Brothers at the chapter level
- Must complete the Alumni Volunteer Certification in its entirety
- Have a capacity to interact with and engage the current undergraduates
- Possess a basic understanding of the Lambda Chi Alpha today, as well as how to best serve the specific role you are in with the Fraternity
- Bring credibility to the position through moral and ethical integrity

Intangibles:

- A sincere desire to lead by example, coach, and mentor the Undergraduate Brothers who are active in the chapter
- The ability to understand how to utilize your skill set to best serve the undergraduate experience
- A willingness to foster growth and development by the use of the Seven Core Values and Learning Model

House Corp. Officer – Position Description

Overview:

The primary focus of the House Corporation Officers is to provide a safe and positive living environment, which will promote the appropriate growth and development within the undergraduate Zeta. The House Corporations should be striving to ensure that they are treating the undergraduates in a brotherly fashion, but at the same time appropriately managing the operations of the chapter facility. Dependent on the type of physical plant, the House Corporation Officers working at one chapter may have different responsibilities than the House Corporation Officers at a different chapter. All in all, the House Corporations are charged to maintain a physical plant that provides the appropriate needs for the undergraduate chapter to be successful.

Direct Report: Associate Director of Chapter Services – Alumni Volunteer Coordinator

Specific Duties:

The House Corporation Officers must:

- Meet as a group at least once each quarter to discuss everything pertaining to the physical plant
- Work with State, City, and University officials to ensure that the physical plant is up-to-code
- Have selected officers to manage the finances, administrative tasks, and record keeping for the physical plant
- Conduct fund raising (when necessary) to ensure that the physical plant is operating at the very minimal level
- Support the *TRUE* Brother Initiative
- Model appropriate behavior at all times in front of undergraduate and alumni brothers
- Be able to provide chapter support, via email/phone and in person

Skill Sets and Characteristics:

- It is essential that all Lambda Chi Alpha Advisors have a high regard for the policies and practices of Lambda Chi Alpha and the host institution, and is committed to serving the Undergraduate Brothers at the chapter level
- Must complete the Alumni Volunteer Certification in its entirety
- Have a capacity to interact with and engage the current undergraduates
- Possess a basic understanding of the Lambda Chi Alpha today, as well as how to best serve the specific role you are in with the House Corporation
- Bring credibility to your specific position through moral and ethical integrity

Intangibles:

- A sincere desire to lead by example, coach, and mentor the Undergraduate Brothers who are active in the chapter
- The ability to understand how to utilize your skill set to best serve the undergraduate experience
- A willingness to foster growth and development by the use of the Seven Core Values and Learning Model

Master Steward – Position Description

Overview:

The primary purpose of a Master Steward is to support Lambda Chi Alpha through involvement with the *TRUE* Brother Initiative and Lambda Chi Alpha's educational curriculum. The focus of this position is the endorsement, stewardship, advancement, and support Lambda Chi Alpha as the co-curricular leader in the Greek movement through the education and development of our undergraduate brothers and alumni volunteers. The role of a Master Steward is responsible for teaching components of Lambda Chi Alpha's educational curriculum, introducing Outer Circle programming to chapters, and modeling the way of a *TRUE* Brother all times in front of undergraduates. As a partner and adjunct to the professional staff, this assignment will provide chapter support, continue the development of educational materials, and ensure the General Fraternity has a strong cadre of brothers to support operations at local, regional, and international Lambda Chi Alpha events. Furthermore, specific Master Stewards may be selected to support the Chapter Services department as a "lead Master Steward" in the management and accomplishment of conclave objectives. Approved by the Executive Vice President, Master Stewards commit to two-year terms of service in this capacity, with potential opportunities to continue on for additional terms if conditions are such that warrant continued service at this level.

Direct Report: Associate Director of Chapter Services – Alumni Volunteer Coordinator

Specific Duties:

The Master Steward must be willing to make a two-year commitment to the following:

- Serve Lambda Chi Alpha as an alumni volunteer which could include responsibilities such as facilitating fraternity programming, facilitating chapter retreats, chapter visits, and any other necessary task
- Support the *TRUE* Brother Initiative and overall educational curriculum in Lambda Chi Alpha
- Model appropriate behavior at all times in front of undergraduate and alumni brothers
- Be able to provide chapter support, via email/phone and in person
- Implement training and support for undergraduates and alumni
- Attend Master Steward training (Master Steward Summit) and summer conferences in July, annually
- Champion and regionally supervise the Fraternity's administration of the member assessment process
- Assist and collaborate with the Educational Leadership Consultant during his travels
- Assist with the planning and execution of the regional Conclave conferences

Skill Sets and Characteristics:

It is essential that the Master Steward have a high regard for the collaborative efforts of a team, exhibit high moral and ethical integrity, have the ability to relate to all of Lambda Chi Alpha's publics and constituencies, and represent Lambda Chi Alpha as a steward of *TRUE* Brother and Lambda Chi Alpha's educational curriculum. Additionally:

- Successfully complete Master Steward Application and Alumni Volunteer Certification process
- Have a history of or a capacity to interact with current undergraduates
- Have passion for the core values of Lambda Chi Alpha
- Possess an appreciation for the possibilities and effects of Lambda Chi Alpha's educational curriculum within the fraternity and the *TRUE* Brother Initiative within higher education
- Bring credibility to the position through a respected personal reputation, with moral and ethical integrity
- Creative, determined, and willing to focus on and support the long-term outcomes of Lambda Chi Alpha's educational curriculum as determined by the Grand High Zeta and Chapter and Brotherhood Development Committee

Intangibles:

- Passion for teaching, mentoring, and modeling the way for younger brothers in the bond
- A sincere desire to grow the light of Lambda Chi Alpha within individual brothers and subordinate zetas
- A willingness to grow as a person and mentor by authentic interaction with other Master Stewards, collegiate members, alumni members, campus professionals and the professional staff.
- A willingness to help other Master Stewards, and additional stewards of the undergraduate Lambda Chi Alpha experience grow by sharing parts of their brotherhood journeys

Recognition and Rewards

After completing the Alumni Volunteer Certification, you will receive a certificate stating that you are a certified volunteer for NXA. For each consecutive year that you hold a valid Alumni Volunteer Certification, you will receive special thanks from the brotherhood in the form of a piece of regalia or Fraternity jewelry.

Going beyond that, there are specific recognition pieces that are given to the volunteers after they have received the training for the following specific volunteer roles:

Role	Recognition Piece
High Pi	Official Certificate
Master Steward	Master Steward Collar

These recognition pieces are different from those of the Order of Merit, which is given to those nominated brothers who have shown great dedication and service to the Fraternity over a significant amount of time. Recognition of the award are:

- Order of Merit Medallion encased in a lucite mantelpiece
- Certificate of Induction into the Order of Merit
- Lifetime franchise in Lambda Chi Alpha, which allows you to have a vote in all International Business Meetings

