RISK MANAGEMENT IN CISV – AN OVERVIEW

INTRODUCTION

This document is an overview of CISV's approach, policies, infrastructure, and procedures for Risk Management. Together these foster a safe and supportive environment for everyone and minimize impediments to the realisation of CISV's mission. This overview replaces Info-Files N-01, N-04 and N-06.

Managing risk is everyone's business.

CISV International is committed to providing the highest standard of welfare to participants and volunteers and to ensuring they are kept as safe as possible from harm. In our programmes, we seek to provide a safe and supportive environment, where participants and volunteers
- feel safe and protected from harm
- are consulted and respected, and
- have their best interests considered and upheld.

Risk, however, extends beyond threats to the safety and well-being of children and adults in our programmes. A Risk includes anything that may prevent or impede our ability to realise our goals. "Safety and well-being" thus extends to the organization and all our representatives (volunteer and staff). Risk Management must be applied to our programmes, our operations, and our governance – all of CISV. And this management is the responsibility of all – staff, volunteers, parents, and participants. While we all contribute in some way to risk and its management, there are defined roles within the organization which have specific responsibility for overseeing particular aspects of Risk Management (see below)

We acknowledge that risk is inevitable - in fact desirable - in encouraging development and to allow us to be innovative as an organization. Delivering our mission and sustained organizational growth, however, can only be achieved by effectively managing risk

This Risk Management overview presumes:

- ➢ A **commitment** to managing risk
- ➢ The **capability** to understand and manage that risk
- ➢ The ability to receive and effectively deal with **concerns** raised with respect to risk
- ➢ A **consistency** of approach to risk management

Commitment to:
1. The principles of safe and supportive service environments
2. A code of conduct
3. Continuous improvement

Capability to:
4. Articulate and disseminate an approach to Risk Management
5. Recruit, select, train, and evaluate all our persons with positions of responsibility

6.   Build and support a network of Certified risk managers

Responding to Concerns through:
7.   Policies and procedures for handling incidents, disclosures, and suspicions of harm
8.   Policies and procedures for dealing with breaches

Consistency in:
9.   Communication and application of Risk Management worldwide

1.   STATEMENT OF COMMITMENT

CISV International is committed to and focused on the safety, protection and well-being of its participants, staff, volunteers, and the organization who come together with a common purpose:

CISV educates and inspires action for a more just and peaceful world

Managing the risks in achieving this vision is the responsibility of everyone in CISV.

These principles and commitment are embodied and framed in CISV International policies relating to areas such as: child protection, social media, financial routines, selection of those with responsibility, evaluation of programmes, and governing documents.

2.   A CODE OF CONDUCT

The Code of Conduct for interacting with children applies to every adult involved in a CISV programme and/or a position of responsibility within CISV. In the event that the code of conduct is breached, actions will be taken in accordance with our policies (see #8).

3.   CONTINUOUS IMPROVEMENT

Regular evaluations and commensurate training and setting boundaries and defining the framework of activities, policies and procedures, are essential to Risk Management's role in CISV. Risk Management requires commitment at all levels to review, assess, and apply consistent methodology and resources to address shortfalls or areas of exposure.

4.   OUR APPROACH TO RISK MANAGEMENT

The Risk Management community will:

> Identify and prioritize risks in all areas of the organization
> Identify, prioritize, and address the obstacles to Risk Management
> Identify what informs and motivates the actions of participants and representatives of CISV at all levels of the organization when managing risk
> Adopt or set best practice in policies and procedures for youth-serving organizations
> Internationally, nationally and locally, work with other areas of the organization, in particular Quality Assurance, Resources and Infrastructure, and Chapter Development, to create the processes and tools to share information and allow us to continually improve
> Be proactive, systematic, and integrated in our approach

5. PROGRAMME STAFF, LEADERS & THE ORGANIZATIONAL LEADERSHIP TEAM

The Staff and Leaders who are directly responsible for running our programmes are a tremendous asset to the organization; they also represent one of our significant risks. A common way to assess risk is to look at a matrix of likelihood / consequences. The risk from those running our programmes would fall in the "high likelihood/high consequences" category. This is a key focus area where risk can be greatly diminished with the adherence to globally recognized best practices:

I. Clear job description
II. Formal Rigorous recruitment process:
- Application form
- Interviews
- References
- Police/Criminal records check for those working with youth
III. Orient and Train
IV. Supervise and Evaluate

This requires consistency and resources – both in taking the initial steps and in evaluating and maintaining records. It is a team effort.

However, these principles apply beyond those with programme responsibility to those with organizational responsibility. This includes the Governing Board and its Committee members as well as the Regional Delivery Teams and Staff.

6. RISK MANAGEMENT INFRASTRUCTURE

Success requires the support of Risk Managers at every level: International, National and Chapter. They oversee the Risk Management aspect of CISV's operations and work with relevant committees, members, and participants to ensure all actions required of all CISVers are being taken in a timely and responsible manner.

CISV International supports this by requiring the appointment of National and Chapter Risk Managers, requiring their certification through successful completion of Risk Management training, and considering it a breach of our rules if certification is not complete within prescribed timeframes. Furthermore, CISV International clearly outlines the responsibilities of the entire Risk Management Community, from the International Risk Manager through the Regional, National and Chapter Risk Managers.

7. INCIDENT REPORTING & DISCLOSURE SYSTEMS

Incidents or disclosure or suspicion of harm can be reported via multiple methods, the primary one being through the filing of an Incident Report Form by programme staff or the Local/Chapter Risk Manager, or by anyone who feels that one should be submitted.

All reports are triaged by the International Risk Manager and are either filed or receive follow up through the Regional Risk Managers or as appropriate. Regular reviews seek to identify opportunities for improvement in programming or procedures through the development of policy or the delivery of training.

8. COMPLIANCE & MANAGING BREACHES

Existing in over 70 countries, CISV must observe the laws where it is headquartered (Great Britain) as well as those of the jurisdiction of the relevant programme. In many countries both CISV the organization and volunteers personally can be held legally responsible for negligence and criminal violations.

Furthermore, our membership is international and with that comes a range of expectations and experience. It is incumbent upon CISV to develop common quality standards and rules beyond local laws and during rare instances of international crisis or local conflict, additional requirements may also arise. Risk Management seeks to support everyone to understand and follow those rules and procedures. Consistent with item 3 above, these rules and procedures must also be monitored and reviewed.

A breach is any action or inaction by anyone participating in a CISV activity or acting in any capacity in the organization, including children, that fails to comply with legal requirements or CISV rules and policies. Breaches will be managed in a fair, unbiased and supportive manner involving the appropriate people and with the highest regard for confidentiality. The following will occur:

- All people concerned will be advised of the process
- All people concerned will be able to provide their version of events
- The details of the breach, including the versions of all parties and the outcome will be documented
- Matters discussed and documented in relation to the breach will be kept confidential, and
- A consistent approach will be adopted to secure an appropriate outcome , ranging from no action to further training to disciplinary measures against a person or against an NA as per CISV policies (Info-file R-11)

9. COMMUNICATION & RISK MANAGEMENT WORLDWIDE

Our capabilities and strengths across nations differ. Risk Management seeks to support the sharing of best practices and experiences of others to collectively raise our ability to manage risk, irrespective of position or location. This entails a rigorous communications campaign and training and support via our regions to our NAs and Chapters. It also requires processes and a willingness to accept feedback from those within the programmes as well as parents and others outside with support for our vision.

In celebrating our differences and respecting our cultures we must ensure that we, as a global organization, apply our Risk Management principles consistently across nations. The protection of our participants, staff, volunteers, and our organization, and the commitment to our shared purpose know no boundaries.