

Policies of the Office of Chatelain, Kingdom of Æthelmearc 2009

Kingdom Chatelain

Job Description:

The Kingdom Chatelain shall plan for the growth of the Kingdom by training local chatelains, so they can plan for effective recruitment and retention of newcomers. To this end the Kingdom Chatelain should promote Kingdom newcomer outreach resources, provide classes, communication, and a clearly structured office to support local officers.

Kingdom Officer Responsibilities:

1. Know, understand, and maintain Corpora and Kingdom Laws, especially the laws and policies of the Office of Chatelain, and all law and policy pertaining to this office. In addition to this:
2. Designate an emergency deputy and, if desired, Regional and other deputies.
4. Help coordinate local and regional recruitment projects and strategies.
5. Provide Kingdom level Newcomer outreach materials.
6. Provide training and support for local and regional Chatelains of the Kingdom.
7. Be responsive to communications to and from newcomers, chatelain officers, Kingdom officers, The Crown, and the Society.

Regional Officers:

Job Description:

A regional deputy to the Kingdom Chatelain is one who helps collect and compile local officer reports, sets regional goals for the office, helps to train and educate local officers in office duties and responsibilities, and keeps the lines of communication open between Kingdom and local levels.

Regional Officer Responsibilities:

1. The regional deputy positions of the Kingdom Chatelain Office are appointed positions by the Kingdom Chatelain. There shall be one

Kingdom-level deputy per region of Aethelmearc. Each of the regional deputies should have an emergency deputy, if not an active full-fledged deputy.

2. A regional deputy shall be familiar with the laws and policies of the Society for Creative Anachronism, the Kingdom of Aethelmearc, and the Office of Chatelain on all these levels.
3. A regional deputy is in charge of creating and maintaining a regional roster of all local chatelains or the contact information for the local group seneschal if the office of chatelaine is vacant in that local group. The roster information shall include: full SCA and modern name, mailing address, phone number, membership number and expiration date, email address, term of office expiration date, and deputy name and contact information.
4. A regional deputy is in charge of collecting all local officer reports from the specified region. Once reports are collected and read, the regional deputy shall create a summary report based on the information in the local reports, their personal recommendations and/or any conflict resolution conducted that quarter, regional chatelain projects. The regional deputy needs to include his or her full SCA and modern name, mailing address, phone number, email address, membership number, and deputy name and contact info with each report. Reports can be filed by private email to ae.chatelain@aethelmearc.org. The regional deputy shall report to the Kingdom Chatelaine by the 15th of the reporting month (Jan, April, July, Oct.).
5. A regional deputy shall guide, encourage, and mentor local officers in office work and leadership skills.
6. A regional deputy is expected to communicate, at minimum, on a quarterly basis with his/her local chatelains in order to assess job performance, office status, and answer any questions.
7. All Kingdom Deputies shall be a team leaders and teamwork coordinators for local officers.
8. A warranted Web Minister will be appointed to administer the Kingdom Chatelain web site and Online Newcomer's guide and report to both the Kingdom Chatelain and Kingdom Web Minister quarterly.

Local Chatelains, Hospitallers, and Castellans

Job Description:

A local chatelain, Hospitaller, and Castellan is the officer in charge of the recruitment of and the transition of newcomers into the SCA. Most commonly, chatelains use the tools of demonstrations, newcomer specific activities and event activities, Gold Key, newcomer classes and workshops, newcomer guilds, and outreach and educational resources to be the central contact and educational point for newcomers within his or her local group.

Responsibilities:

1. Every local branch (regardless of size) is encouraged to maintain a Kingdom “rostered” Chatelain/ Hospitaller/Castellan. A local officer of the Chatelain’s office shall:
2. Become “rostered” and maintain your roster on the Kingdom level.
3. Become familiar with the SCA, Inc., Kingdom, and local group Bylaws and Policies, Society and Kingdom Chatelain policy, guidelines, and handbooks, Society Demo policy, Society and Kingdom Media policy, and SCA Organizational Handbook.
4. Become familiar with Kingdom custom.
5. Become familiar with History.
6. Mentor a deputy(s) who would be ready to take over the office should the official chatelain has need to step down or help the local chatelain run the office or office components.
7. Act as a central point of contact for newcomers and relocated SCA members for your local group and respond to inquiries within a reasonable amount of business days.
8. Create and implement a Newcomer Recruitment and Retention Strategy.
9. Supervise and/or assist with Demos, consult with your seneschal and media deputy/officers.
10. Educate new members on the culture and traditions of the SCA, the Kingdom of Aethelmearc, and the local Chapter; and serve as an Information Clearinghouse and referral service.
11. Report to your Kingdom Chatelaine Regional officer at least once a quarter (Reporting periods begin the 1st of the following months and end on Jan. 10, April 10, July. 10, Oct. 10). Reports can be made through our online report form, by private email, or by post.
12. Maintain a Gold Key/loaner closet.
13. Report to your local group monthly through business meeting reports. Also, the local chatelain shall communicate the local office’s plans and needs with the local group through local group newsletter submissions and/or an email list serve.
14. Keep records of your local chatelain activities, projects, and reports.

Demo Coordinators:

Job Description:

The Demo Coordinator is a deputy to the Chatelain's Office. Not all groups or demos will need this additional deputy all of the time. If the chatelain (or seneschal in the event there is no local chatelain) chooses to take a demo coordinator, the chatelain will consult with the seneschal (in the shires and dominions) or with the baronial seneschal as well as the baron and baroness (in the baronies, cantons, and colleges), as to the suitability of the candidate volunteering to the position of demo coordinator. In order to hold the position the coordinator will be an SCA member and provide proof of membership to his or her local chatelain when they take office during the initial planning stages of the demo. If the term of office is greater than one demo or membership expires before the planned demo date, then the demo coordinator is required to maintain their membership during their term of office, and present any changes in membership to their local chatelain as they occur.

Conducting a demo requires someone who can build a simple program to a mini-event from scratch using people who are willing to take a day off work or school to show people, who often don't have any idea of what we do, something they will enjoy and remember. They must do this while maintaining a safe environment and a schedule based on real time as opposed to SCA time. This is a very special ability and requires someone with a cool head and good communication and organizational skills. It is recommended that a demo coordinator be involved in the SCA for two or more years. However, if the volunteer shows a strong ability in activity or event coordination and the ability and desire to receive further training in chatelain tasks and demo coordination (as needed), the local chatelain is encouraged to further train and/or work with this volunteer to potentially expand the pool of qualified demo coordinators in his or her local group.

Responsibilities of the Office

The demo coordinator will need to make sure those persons doing the demo conduct themselves in a way that is appropriate. There are guidelines for doing demonstrations at schools that can be useful for all demonstrations. These guidelines will be made available to all chatelains and their demo deputies and they will be responsible for knowing what those guidelines are.

- 1) Term of office will be left to the discretion of the local Chatelain, and can be for the period of one demo to up the term of the current Chatelain officer.
- 2) A Demo Coordinator will have a good working knowledge of the SCA.
- 3) A Demo Coordinator will follow the SCA Demo Policy and any additional demo guidelines that the kingdom may determine.
- 4) A Demo Coordinator will be responsible for knowing the policies of the SCA and the kingdom as they pertain to Public Relations.
- 5) A Demo Coordinator will be responsible for providing reports to the local chatelain on a demo by demo basis. Reports are due a (1) week after the demo, and should include:
 - a) Full modern and SCA name, contact info, and membership number;
 - b) Location and date of the demo;
 - c) Demo site contact name and contact info;
 - d) Contact information and names of any parties interested in more information about the SCA;
 - e) A summary of the demo events;
 - f) Problems, media contacts, or accidents
- 6) A Demo Coordinator will confer with the local seneschal to verify that all insurance requirements, permits, and/or other legal requirements are met at all demonstrations.
- 7) Demos involving youth will uphold the two deep rule.

Local and Regional Officer Roster:

Local Chatelaine officers are selected by their group. To be officially placed on the roster on the Kingdom level to your post, you must submit a letter to the Kingdom Chatelain, VIA YOUR REGIONAL DEPUTY, of your group's decision, containing at a minimum: your group's name, your SCA and legal names, mailing address, a statement that you have been elected the local Chatelain officer, and proof of membership. A letter from both the previous Chatelain officer and/or the local seneschal is also recommended. This letter should reflect that you are, in fact, the newly selected officer. You will remain the "rostered" Chatelain officer for your local group until the Kingdom Chatelain receives a letter, VIA YOUR REGIONAL DEPUTY, of your resignation or letters that install your replacement.

- 1. If a local chatelain does not report to Kingdom/Region for two successive reporting periods that local chatelain will be considered to have resigned from their office. He or she will be removed from the Kingdom roster and his or her local seneschal will be informed of the issue.*
- 2. If the local chatelain does not report there after for one additional reporting period, they shall be removed from office.*
- 3. Local chatelains can also be removed from office if their membership lapses.*
- 4. In all cases, the deputy or group Seneschal will be expected to report until the office is once again filled by a "rostered" Chatelain.*

Demonstrations:

Conducting demonstrations, hereinafter referred to as "demo(s)", for the public is an important function. It is one manner in which we pursue our mission as an organization dedicated to learning and education. Demos also provide opportunities to attract potential new members, establish good community relations, and cultivate a positive image for your local chapter and the Society as a whole.

Demos are the responsibility of your office and of the Seneschal's office (for insurance and liability reasons). As your local branch Chatelain, you should always be involved in their planning. This does not mean that you must take personal responsibility for the entire planning of every demo for your group. If you are not the primary organizer, be sure to be available to provide assistance, resources, and advice your demo coordinator deputy. Reference the policy for the role and responsibility of a demo coordinator above.

Any local member is welcome to work with the Chatelain's office. However, if a local person does not coordinate a demo with the chatelain's office, then they should be listed as having a "personal appearance". As such, it is required that if they do not go through the chatelain's office, then they cannot present

themselves as a member of the SCA at the, nor can they use any trademark materials of the SCA, including territorial devices and names, and/or representations of persons or events without becoming deputized by the local chatelain as a demo coordinator. Personal appearances should be reported for courtesy reasons and local group promotion reasons, because only official demos have mandatory reports. Any monetary donations received from an official demo, or fundraising venture(s) at a demo, belong to the local group and shall follow all Exchequer procedures.

Please see your Kingdom Chatelain handbook and website for more information and ideas about demos. Please use the SCA Demo policy for reference:
<http://sca.org/officers/chatelain/demopolicy.html>

Media Contact:

The media (whether television, print or online) is not, and should not be considered, a primary recruiting tool. The best recruiting tool that any of us have is a firm handshake combined with one-on-one interaction. In addition to the Society Media Policy, media activity is also governed by the Æthelmearc Media Relations Officer's Procedures. Please familiarize yourself with all of these documents and refer to the Kingdom Chatelain Handbook for specific applications of the Media policy in regards to recruiting.

<http://www.sca.org/docs/mediapolicy.pdf>

The Internet:

We may re-create pre-17th century European history, but we live in the 21st century. Take advantage of available technology. Web pages, mailing lists and instant messaging are very useful tools for attracting newcomers and maintaining contact. A local chatelain using the Internet shall:

- 1. Keep all contact with newcomers through official email and email lists as formal as possible, so as to keep personal and office business separate.*
- 2. List, on an email newsletter or mailing list email, the instructions to the newcomer as to how they may unsubscribe themselves from the mailing list. Unsolicited email (also known as spam mail) is not an acceptable form of recruiting.*
- 3. Create or have a deputy create web pages which are welcoming, interesting and informative for newcomers, quick to load, and easy to navigate. Your web*

page should, at a minimum, meet the standards set forth by Kingdom and Society Web Office for office websites.

- 4. Use web communities and user-posting websites with wisdom on behalf of their local group. While it is not the intention of this office to limit activities on web communities and user-posting websites (like Myspace and Youtube), it is an arena where good sense needs to prevail. Think before you post. Please refer to media policy, web minister policy, and the Kingdom Chatelain handbook for more specific information about this issue and copyright permissions. It is never a bad idea to work with the local web minister and/or seneschal to create pages or postings on behalf of your local group.*
- 5. Consider Internet safety for both the officers involved and newcomers. It is very highly suggested that when meeting newcomers for the first time in public, after having been acquainted with them on the Internet, to meet in a public place and to use common sense for safety and comfort of both the officer and the newcomer.*