

## Director of Credentialing Support Responsibilities and Time Requirements

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• ICF Global Member in good standing (Required)</li> <li>• Signed and submitted Chapter Leader Pledge (Required)</li> <li>• ICF Credentialed Coach</li> <li>• Willingness to dedicate the time, energy, and enthusiasm required for the role</li> <li>• Strong organizational and communication skills</li> </ul>
<b>Time Commitment</b>	8-10 hours per month + meetings/events

### Director of Credentialing Support – Role Overview

The Director of Credentialing Support connects and strengthens the coaching pathway in your region, guiding members through ICF credentialing while supporting chapter and global initiatives.

### Key Responsibilities:

#### Chapter & Board Leadership

- Promote ICF’s Vision, Mission, Values, and Strategic Plan at the chapter level
- Complete all required ICF Volunteer Leader Training within three months of appointment
- Serve as a voting board member, actively participating in discussions, decisions, and monthly meetings
- Attend chapter events and the ICF Global Leadership Forum, representing the chapter in global initiatives
- Support and uphold Board-adopted policies, programs, and procedures
- Collaborate with board members to advance chapter goals and sustainability

#### Member Credentialing Support

- Educate members on ICF credentialing pathways, requirements, updates, and best practices
- Guide new applicants and renewing credential holders
- Serve as a resource for credentialing questions and refer members to ICF Global resources
- Promote and participate in ICF Credentialing Campaigns, Quarterly Q&A Calls, webinars, and events
- Track participation and outcomes; submit annual reports on credentialing activities and engagement

#### Coaching Education Partnerships

- Build and maintain relationships with regional coach education and training programs
- Coordinate pre-approved live presentations to education programs, including student discount codes
- Serve as liaison between the chapter and education providers to raise awareness of ICF credentials and membership benefits
- Submit annual report detailing provider engagement, students reached, and conversions to ICF membership

#### Team Leadership (if applicable)

- Appoint and oversee team members, addressing performance issues as needed with Board approval
- Provide regular updates to the Board on team progress, challenges, and resource needs
- Ensure fiscal responsibility and sound budget management for teams
- Develop a Team Charter defining scope, objectives, roles, and success measures
- Coach, mentor, and support team members’ leadership development and engagement
- Expand long-term volunteer involvement and succession planning to sustain chapter operations