Mended Little Hearts
Regional Director
Role Discussion Guide
# TABLE OF CONTENTS

1.0 ROLE DISCUSSION INTRODUCTION ........................................................................................................3
   1.1 What is included in this guide?..............................................................................................................3

2.0 BACKGROUND AND OVERVIEW ............................................................................................................3
   2.1 MH/MLH Mission and Vision ................................................................................................................3
       2.1.1 MLH Program-Specific Mission and Vision ..................................................................................4
   2.2 What does the MLH organization structure look like?...........................................................................4
   2.3 General MLH Info ..................................................................................................................................5

3.0 MENDED HEARTS REGIONS .....................................................................................................................6

4.0 MENDED HEARTS ORGANIZATIONAL CHART ....................................................................................7

5.0 HOW MLH RDS ARE APPOINTED ..........................................................................................................7

6.0 MY ROLE ..................................................................................................................................................7
   6.1 What are my roles and responsibilities?..............................................................................................7
       6.1.1 Responsibilities .............................................................................................................................7
       6.1.2 Competencies ................................................................................................................................8
       6.1.3 Decision-Making Points ..............................................................................................................8
       6.1.4 Meeting Frequency: ..................................................................................................................8

7.0 WHAT IS THE STRUCTURE OF MY TEAM? ...............................................................................................9

8.0 MAIN MLH RD TASKS WITH STEPS TO TAKE ....................................................................................10
   8.1 Forming New Chapters/Groups ............................................................................................................10
   8.2 Leader Transitions ..............................................................................................................................11

9.0 RECOMMENDED TRAINING AND SUPPORT MATERIALS ................................................................11

10.0 MENDED HEART RD CONTACT INFORMATION ............................................................................12
1.0 Role Discussion introduction

Congratulations and welcome to your new role as MLH Regional Director within Mended Little Hearts! This guide will provide you with a foundational understanding of how your new role fits with our organization structure, including a detailed description of expected tasks and responsibilities, competencies, and reporting structures. We strongly encourage you to review this guide with the Mended Little Hearts Board Director, National Program Director and Field Services Coordinator in order to gain additional insights and details about your new role. Once again, welcome to the MLH family!

1.1 What is included in this guide?

Throughout the Role Discussion Guide you will see:

- The new organization’s structure and where you fit in
- The major duties for your job and steps to take for certain MLH RD functions
- Reporting requirements
- Your support team information

2.0 Background and Overview

Mended Little Hearts is a non-profit, volunteer-based organization program that works nationally and in communities to empower families affected by congenital heart defects through peer-to-peer support, education, awareness, hospital programs and advocacy.

Mended Little Hearts has been building hope for the future since 2004. By providing families and caregivers of children with congenital heart defects and disease a community of support, MLH helps children and their families find strength and understanding. Specifically, MLH acts as an outlet through which they can find answers, education, and resources.

Mended Little Hearts currently offers several programs and services to assist families:

- Local Chapter Programs
- Accredited Visiting & Parent Matching
- CHD Awareness Initiatives
- Health Education to Communities
- Hospital/Cardiology Support Programs including the Bravery Bag Program, Bravery Chests, Bravery Bag Lites, and Educational Resources for Families
- Advocacy

2.1 MH/MLH Mission and Vision

Mission: To inspire hope and improve the quality of life of heart patients and their families through on-going peer-to-peer support, education, and advocacy.
Vision: To be the premier nationwide resource and peer-to-peer support network for all patients and families affected by Heart Disease across the life span.

2.1.1 MLH Program-Specific Mission and Vision

MLH Mission: To empower families affected by congenital heart disease (CHD) through peer-to-peer support, education, hospital programs, and advocacy.

MLH Vision: All families affected by pediatric CHDs are able to share experiences and resources as members of a nationwide peer-to-peer support network.

2.2 What does the MLH organization structure look like?

1) Board of Directors
The Mended Hearts Board of Directors oversees the entire organization and sets the mission and vision. It is made up of five officers, President, Executive Vice President, Mended Little Hearts Vice President, Vice President, and Treasurer. Others who comprise the Mended Hearts Board are: Eight MH Regional Directors, a representative of the Past President’s Council, the Mended Little Hearts Board Director, and any appointed Business Directors (a total of five are permitted under the Bylaws). The Mended Hearts Executive Directors also sits on the Mended Hearts Board as an ex-officio/non-voting member.

2) National Resource Center & National Staff
The National Resource Center is comprised of a staff team located in Albany, Georgia that provides services to the organization as a whole, our leaders, our chapters and our members. These vital staff members, led by the Director of Operations, are responsible for data management, shipping, operations, field services, and human resource management for the organization.

There are also national remote staff members that provide direction and management of the organization. These leaders are responsible for setting MH and MLH's program strategy, including setting training initiatives, managing business development goals, and maintaining key relationships. Ultimate accountability for achieving the mission and vision set by the Board of Directors rests with these staff members.

The Office includes:

- Executive Director
- Business Development Team
- Membership/Field Services Support Team
- Operations Team
- Communications Director
3) **MLH Program Steering Committee**

The MLH Steering Committee is comprised of Chairs representing major functions of MLH. This working committee that sets the vision and goals for the MLH program and plans activities to fulfill them. Current positions on this committee are: Committee Chair/MLH VP, MLH Board Director, Social Media Chair, Advocacy Co-Chairs, Bereavement Chair and the MLH Regional Directos. These leaders may or may not have committees that work with them. This Steering Committee is in charge of strategic planning for the MLH Program that adheres to and aligns with the strategic planning for the national organization.

4) **Regional Team**

The Regional Team is part of the Steering Committee and is comprised of regional directors called MLH Regional Directors (MLH RDs). The Regional Team is led by the MLH Board Director and national MLH staff. These leaders are the conduit between National and Local Chapters/Groups advocating on behalf of national initiatives and local needs while sharing resources and support. MLH RDs provide a clear first point of contact for group leaders.

The Regional Team includes:
- MLH Board Director
- MLH Regional Directors
- MLH National Staff

5) **Local Chapters/Groups**

Local chapters/groups are led by a group of leaders called coordinators. There are four mandatory coordinator roles: Lead Coordinator, Educational Coordinator, Visiting/Outreach Coordinator & Treasurer. Local groups leaders are comprised of the individuals on the ground actually providing parent, caregiver and family support. Members are families affected by congenital heart defects and disease (CHD), adults with CHD, medical professionals, and others who wish to support those families. Among other things, local groups provide peer-to-peer support in-person and online, conduct education programs, lead fundraising initiatives, manage the Accredited Visiting program, and host educational activities, awareness activities and social activities for members. In short, local groups work one-one-one with children and families to fulfill MH/MLH’s mission and vision.

### 2.3 General MLH Info

1) MLH has 77 groups throughout the nation.
2) MLH has over 52,000 Facebook followers and over 60,000 social media followers nationally (not counting local chapters).
3) MLH has over 10,000 members.
4) MLH’s Slogans are: “Little hearts hold big hopes.” “Hope, Help, Healing.”
5) MLH Regions. MLH Regions are the same as MHI regions, except for Colorado. It will fall under the Rocky Mountain region.
3.0 Mended Hearts Regions

Key:

♥ Northeast
♥ Mid-Atlantic
♥ Southern
♥ Central
♥ Mid-Western
♥ Southwest
♥ Rocky Mountain
♥ Western
5.0 How MLH RDs Are Appointed

When there is a need for a new Mended Little Hearts RD, national MLH staff put out a request for anyone interested in the role to contact them and give a time by which to respond. The MLH staff then provides the information to the MLH Steering Committee, and selected members will conduct a call with each person interested to gauge their level of interest, commitment to the organization, and skills they can bring to the role. These members then present the result to the full Steering Committee for a vote. Once a candidate is selected, that person is recommended to the Mended Hearts Board President for appointment. Upon his or her approval, the candidate is provided with an appointment letter.

6.0 My Role

6.1 What are my roles and responsibilities?

6.1.1 Responsibilities

- Familiarize yourself with your region and what groups are in your region.
- Call the Mended Hearts Regional Director and introduce yourself.
- Call each group’s lead coordinator and introduce yourself as the MLH RD for your region.
- Send an email to every coordinator in your region explaining who you are and what your role is.
• When a new group is forming in your area, work with Mended Little Hearts Staff to help them get started.
• Communicate national information and programs to the groups in your region.
• Communicate any group updates or news to the national organization.
• Work with National Visiting Chair to ensure group Visitor Trainers are trained and all group coordinators go through Accredited Visitor Training.
• Work with the Mended Hearts Regional Director on any Regional meetings, where possible.
• Help groups transition to new leadership, where appropriate.

6.1.2 Competencies

In order to fulfill the role responsibilities of the position, RD’s should:

• Communicate effectively with others—for both verbal and written communication
• Work as a team with national leadership and local group leaders
• Problem-solve, including resolving conflict
• Have good organizational skills

6.1.3 Decision-Making Points

• The MLH RD should
  o Make decisions regarding minor group leadership issues and escalate to MLH Board Director and MLH Field Services and Program Directors, when necessary
  o Give feedback to MLH Steering Committee on national programs and services in the field
  o Help groups find and designate new leaders where transition is needed

6.1.4 Meeting Frequency:

• Biweekly Emails/Communication to Group Leaders
  ▪ General emails with information provided by national
  ▪ Promote national initiatives to local groups

• Biweekly Emails to National Organization
  ▪ Email to Program and Field Services Directors, copying the MLH Board Director regarding group updates and feedback

• Monthly Steering Committee call
  ▪ Share any major issues, concerns and questions with the rest of the Steering Committee
  ▪ Learn about programs and national initiatives to share with local groups
• Monthly RD call
  ▪ With all RDs
  ▪ Call staffed by MLH Field Services Director
  ▪ Information-sharing and problem-solving call

7.0 What is the structure of my team?

All MLH RDs provide support to the MLH groups in their region and are the first point of contact for group leaders. MLH RDs report to the MLH Board Director. The MLH National Program Director and the MLH Field Services Coordinator serve as staff leads for MLH RDs.

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Contact Information</th>
</tr>
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<tbody>
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</tr>
</tbody>
</table>
8.0 Main MLH RD Tasks with Steps to Take

8.1 Forming New Chapters/Groups

When a parent, adult with CHD or medical professional shows interest in forming a group in their area, the Field Services Coordinator sets up a call with them as quickly as possible. This first call is for the purpose of weeding out who is serious about it and who is not before putting additional resources into it. After that point:

1) The MLH RD is notified that someone desires to form a group in his or her area and given contact information. It is highly suggested that the MLH RD contacts the interested person as quickly as possible.

2) The interested person is given group forming information by the MLH Field Services Coordinator.

3) The MLH Field Services Coordinator follows up if she has not heard back from the person so we can assess level of interest again.

4) If the person moves forward with forming the MLH group, the person becomes Lead Coordinator and can be added to the MLH Coordinator Facebook Group. The MLH RD can introduce the new leader on that group and welcome him or her into the group.

5) When all the charter materials are in, the MLH Field Services Coordinator completes the new group forming process and obtains all of the necessary documents and logos for the group.

6) Group Chartering Process:
   a. Signed MOU(s) are given to National
   b. Signed Charter Paperwork is given to National
   c. Background check for leaders is given to National
   d. National sends
      i. Welcome letter
      ii. New Group Checklist
      iii. Policies and Procedures
      iv. Organizational Chart with Contact List
      v. Brochures (pack of 50)
      vi. Posters (2)
vii. Bravery Bag with Bravery Bag Drive info
viii. EIN

7) The group is then presented to the Board President for approval. Once approved, the group leader is welcomed by the MH RD, MLH RD, Board President, MLH VP, and the staff.
8) In the beginning, the MLH RD should contact the leaders regularly to check on them and see what questions they have. As soon as possible, a call with all new leaders should be set up to ensure they feel confident in their positions and understand MH/MLH policies and procedures.
9) All new leaders should be encouraged to complete the online Accredited Visitor Training as quickly as possible.

8.2 Leader Transitions

When a leader leaves a group or a new leader comes into a group, the leader transitioning out needs guidance and the new leader will need extra support and guidance. It is essential that the entire group is contacted regularly during this time as transitions can be difficult if not properly facilitated.

For the new leader:

1) Welcome the new leader by introducing him or her to the coordinators on the MLH Coordinator Facebook page and by email with all of the people he or she will be working with. (Please include the MH/MLH Board President, the MLH VP, the MLH Board Director, and MLH staff.
2) National will send the new leader the Policies and Procedures Manual, the MOU to sign, and an organizational chart with contact information.
3) The Transition Checklist (at the end of this Guide) is provided to the leaders.
4) Set up a group call as quickly as possible to make sure everyone is comfortable with their roles, all questions are answered, and all MH/MLH policies are understood.
5) Encourage the new leader to complete the Accredited Visitor Training as soon as possible.
6) Check on the new leader often in the beginning to see how he or she is doing.

For the leader transitioning out:

1) The leader receives a letter of thanks for their service and, if appropriate, is recognized in the coordinator Facebook group.
2) The leader must complete the checklist (at the end of this Guide) to hand all items off to the new leader.
3) The leader is immediately removed from all social media and bank accounts and gives all passwords to the MLH RD. NO SOCIAL MEDIA ACCOUNTS MAY BE DELETED OR BANK ACCOUNTS CLOSED WITHOUT WRITTEN PERMISSION FROM MLH NATIONAL.
4) In preparation for leaving, no chapter/group funds may be spent for any reason. If reimbursements are needed, those should be submitted in writing to MLH national with receipts and an explanation about what funds were used for.

9.0 Recommended Training and Support Materials

10.0 Mended Heart RD Contact Information

- **Rocky Mountain**  
  Ms. Tiffany Hackett-Stuart  
  thstuart13@gmail.com  
  (480) 209-6762

- **Central**  
  Mr. G. Bruce Norris  
  bnorris@columbus.rr.com  
  (937) 935-1747

- **Midwest**  
  Mr. Larry Mantle  
  lmantle@centurytel.net  
  (636) 357-5798

- **Northeast**  
  Mr. Robert Hoffman  
  vrrome@att.net  
  (860) 841-3530

- **Western**  
  Mr. Ron Manriquez  
  rmanriquez2@gmail.com  
  (562) 531-0701

- **Southern**  
  Mr. Marvin Keyser  
  marvk01@gmail.com  
  (860) 796-8469

- **Southwest**  
  Mr. Lynn Berringer  
  lynnberinger@consolidated.net  
  (936) 597-4019

- **Mid-Atlantic**  
  Mr. William "Bill" Carter  
  wmcar1939@gmail.com  
  (803) 270-2496
New or Transitioning Coordinator Checklist

Welcome to Mended Little Hearts!! This checklist was created to ensure New and Transitioning Coordinators are provided ALL the information required to take charge of a Chapter of Mended Little Hearts. If your group does not have the below mentioned Coordinators, it is the LEAD COORDINATORS responsibility to Initial/Date and Sign off on those additional bullet points.

Date and Initial Each Item and Sign at the Bottom. Please return to the MLH Field Services Coordinator upon completion.

Lead Coordinator

— Received Welcome Letter from MLH Regional Directors (MLH RD)
— Completed Welcome to MLH teleconference with MLH RD and the Field Services Coordinator
— Reviewed Annual Report with Predecessor or MLH RD (transitioning coordinators only)

Treasurer

— Completed all necessary paperwork to become a Signatory on the MLH Chapter Bank Account OR Established a bank account for the MLH Chapter
— Ensured that a Second Signatory for the MLH Chapter account is in place
— If more than $5000 was in the existing account, completed necessary actions for Bonding per MLH Regulations
— Obtained existing Checks OR established a checking account with checks
— Reviewed Annual Report Fiscal Portion with Predecessor or MLH RD

Education Coordinator

— Given any pertinent Contact Information of previous Guest Speakers
— Given Contact Information if Hospital Counselors

Outreach Coordinator

— Given any pertinent Contact Information of Hospital Social worker, Child Life Counselor, Nurse Case Worker or others
Marketing Coordinator

Received the following from National:

— Customized Flyer
— MLH 50 MLH brochures
— MLH Leave Behind Folder
— Letter to Medical Professionals about MLH
— A Sample of a Letter to the Editor
— PSA’s (Public Service Announcements)
— Mended Little HeartGuide postcards
— Received MLH Posters (2)

Received the Following from MLH Chapter:

— Received marketing displays such as banners, table covers, display boards
— Received any additional Marketing merchandise such as give away items (pens, pads, lanyards, water bottles, t-shirts etc

Fundraising Coordinator

— Given Contact Information if Community Partner Organizations
— Given a List with Contact Information of Fundraising for the last two (2) fiscal years
— Been provide with the EIN (or tax ID) number for the group that allows the group to function as a non-profit
— Given sample donation, fundraising and Thank You letters (also available on the portal)

Angel Coordinator

— Received Angel Box Material and/or Remember Our Hearts Charms with cards
— Received list of angel parents with pertinent information

Bravery Bag Coordinator

— Given any pertinent Contact Information of Hospital Social worker, Child Life Counselor, Nurse Case Worker who directly works with the Bravery Bag Program

Receive from MLH Chapter:

— Bravery Bag Material from MLH
— Bravery Chest Material
Receive from MLH National

— *Bravery Bag* Material (Bags, Pens..)

**Visitor Coordinator**

— Given any pertinent *Contact Information* of Hospital Social worker, Child Life Counselor, Nurse Case Worker who directly works with the Bravery Bag Program

**Initial Review:**

I, _______________________, have completed the above checklist on ______ (mm/dd/yy)

**Subsequent Reviews:**

Date:_________ Signature:_______________________________________________

Date:_________ Signature:_______________________________________________

Date:_________ Signature:_______________________________________________

Date:_________ Signature:_______________________________________________

Date:_________ Signature:_______________________________________________