

FREQUENTLY ASKED QUESTIONS ABOUT SOARMCG

What kinds of projects do the consultants work on?

Projects are diverse and may include strategic, business and marketing plans, needs assessments, feasibility studies, new program development and creation and management of volunteer programs.

What kind of training is required for the consultants?

Volunteers go through a comprehensive interview process and are required to have an executive level or professional background that qualifies them for the assignment. Volunteers commit to 40 hours of training, which includes: Introduction to Nonprofits, Consulting Skills and Deliverables, Strategic Planning, Business Planning, Marketing and Outreach Plans, Conflict Resolution, Report Writing and Team Building. They can also take additional courses on topics such as Finance for Nonprofits, Development Basics, and Marketing for Nonprofits.

Who will be the members of the Consulting Group Team?

The team is composed of a Team Project Coordinator and one or two other consultants ideally with expertise in the area to be addressed. A Project Coach provides oversight, guidance and support to the team throughout the term of the consulting project.

In what ways is the client organization expected to participate?

Once an organization's Request for Service is received a Project Coach or a Senior Consultant will be in touch with key staff to begin a dialog on the client's needs and goals. This initial contact is generally followed by an onsite meeting with the prospective client by a Project Coach and an 'interview team' of SoarMCG consultants.

Following a decision to accept the organization as a client and the client's acceptance of our Consulting Engagement Guidelines, the client will assign a Project Liaison to facilitate communications and manage logistics between the consulting team and the key staff of the client organization. The Project Liaison will provide background information and pertinent materials and be available along with necessary client staff to enable the consulting team to fulfill its contract within the determined time frame.

What are the terms of the Consulting Agreement?

The Consulting Agreement, to be signed by both the client and SoarMCG, defines the scope and objectives of the consult, the time frame and participation needs from the organization. An agreed-upon work plan is determined following the signing of the Agreement.

What is the usual time frame for a consult?

A consult generally lasts approximately 6 months, depending on the nature of the project. An extension or a new contract must be negotiated if the project exceeds the agreed-upon time.

What are the limitations of the contract?

The team will address only the goals outlined in the contract's scope of work. If other issues need to be addressed, a new contract must be negotiated.

How soon after the organization applies for consulting services does the consult begin?

Scheduling depends on the availability of consultants and the availability of the organization's key staff to participate in an assessment visit and agree to the terms of the contract.

Who is the SoarMCG contact person throughout the project's term?

Prior to the signing of the engagement letter, the Project Coach is the primary contact. Once the Engagement Letter is signed, the Team Project Coordinator is the primary contact person.

Is there a fee for this service?

The service is offered on a pro-bono basis as part of the SoarMCG program, although donations to support the program are welcome and appreciated.