



The Central Student Association (CSA) is the undergraduate student association at the University of Guelph. We advocate on behalf of our membership, representing collective interests on a diverse range of issues such as public transit, housing, student rights and the accessibility of education. In addition, we offer numerous services and programs such as the universal bus pass, health and dental plan, and a Student Help and Advocacy Centre.

STUDENT HELP & ADVOCACY CENTRE – ADVOCACY COORDINATOR

The Student Help and Advocacy Centre (SHAC) is a student-run advocacy and referral office that provides a safe space to assist students in a confidential and compassionate manner to provide them with the information they need. SHAC strives to eliminate discrimination against people facing all forms of oppression, as well as the stigma of asking for help through working with an empowerment model.

The SHAC Advocacy Coordinator is responsible for guiding University of Guelph students experiencing issues covered by SHAC through the relevant resolution processes. Their primary responsibility is to act as an information source and support for students who are looking for assistance, advocate for students' rights and assist students undergoing the University's Judicial process. This position is also responsible for spreading awareness of the various resources available to the undergraduate population. In the summer semester, it is their responsibility to assist students who express legal concerns. This requires research skills, familiarity with both local and university services, and interpersonal skills. This position is also responsible for promoting the advocacy services provided by SHAC to the student body, and must also be willing to seek out resources both to build the resource library in office, and to expand the breadth of areas in which SHAC can provide high quality assistance.

Term	May 7 to August 31, 2018, 17 weeks September 3 to December 14, 2018, 15 weeks January 7 to April 19, 2019, 15 weeks Total of 47 Weeks
Hours	12.5 hours per week, reduced to 7.5 hours per week during Exam Periods and Winter Reading Week <i>(average hours may vary from week to week)</i> 552.5 hours total
Wages	\$8,481 (includes vacation pay)
Immediate Supervisor	SHAC Coordinator
Executive Supervisor	Vice President Academic

TRAINING AND TRANSITION:

- Required to attend the full day CSA Transition Training Day for all incoming and outgoing staff members on Saturday, April 7
- Required to attend a full day of Staff Training, and other Training sessions/workshops scheduled by the Policy & Transition Manager covering topics related to conflict resolution, anti-oppression/inclusivity, CSA policy and bylaws, Health and Safety, etc.
- Required to attend a full day of SHAC specific training to include Active Listening, Residential Tenancy Act, FILAC Files, etc
- Receive training specific to the Human Rights Policies & Procedures of the University of Guelph
- Receive training specific to Undergraduate Policies & Procedures of the University of Guelph, relating to academic misconduct, the Academic Appeal Process from the VP Academic,
- Receive training specific to student tenancy and budgeting issues from the lawyer on contract with SHAC
- Required to receive 5 hours of one-on-one training at minimum wage from the outgoing SHAC Advocacy Coordinator
- Required to provide 5 hours of one-on-one training to the new incoming Advocacy Coordinator
- Required to create /update your Transition & Operating Manual to be submitted to the Policy & Transition prior to the end of the contract

- Required to sit on the SHAC Advocacy Coordinator hiring committee as the staff member, unless directed otherwise by your Executive Supervisor

JOB DESCRIPTION:

GENERAL RESPONSIBILITIES:

- Ensure SHAC is operating in an anti-oppressive/inclusive manner
- Hold eight to ten (8-10) office hours per week each semester
- Maintain a bi-weekly activity log of hours and duties completed to be submitted to your Immediate and Executive Supervisor, as requested
- Meet with your Executive Supervisor as requested
- Attend and participate in bi-weekly meetings of the SHAC Staff Team as scheduled by the SHAC Coordinator
- Prepare and submit a summary report at the end of **every** semester to the SHAC Coordinator, detailing the number of clients and general nature of visits
- Offer basic academic support regarding student academic rights and responsibilities as well as academic processes
- Direct those who seek assistance from SHAC to resources appropriate to their query
- Arrange appointments with students outside of established office hours when necessary
- Work with other SHAC Coordinators to maintain an organized, accessible office, including keeping files and resource materials updated and monitor the office's accessibility and address issues as they appear
- Develop and update office resources in areas of need, identified by student enquiries or cases in collaboration with the SHAC Staff Team
- The coordinator must also be willing to seek out resources both in order to build the resource library in office, and to expand the breadth of areas in which SHAC can easily provide aid.
- Assist with the Traditional Events as noted in the SHAC budget, specifically December 6th Day of Remembrance and Action on Violence Against Women, Queer Identities Week, Black History Month and Human Rights in an International Context
- Be flexible, especially with respect to hours worked per week. Be prepared to spend additional hours per week in preparation for various events and fewer hours at other times throughout this contract
- Collaborate on campaigns, workshops and resources where possible with other CSA Services, on-campus organizations/services and off-campus organizations/services as approved by the SHAC Coordinator
- Host at least two tabling events in the Fall and the Winter semesters

SUMMER DUTIES

- Offer support to students on a case-by-case basis alongside the SHAC Coordinator
- Work with the SHAC Team to ensure a SHAC presence and promotion during Orientation week
- Meet regularly with the SHAC team (virtually or in person) to provide updates and discuss programming details
- Be available to help with SHAC Orientation Week event(s)

ADVOCACY

- Serve as a knowledgeable resource on the Human Rights Policies & Procedures of the University of Guelph, the International Declaration of Human Rights, the Ontario Human Rights Code, and other relevant documents
- Develop relationships and work collaboratively with special status groups and the Diversity & Human Rights Office and any other organization on-campus that provide student advocacy services,
- Ensure that the peer support and advocacy services are promoted to the CSA membership in collaboration with the Promotion Services and Graphic Designer
- Collaborate with the VP External on human rights related issues, workshops and resources.
- Develop and maintain clear and transparent records system for the advocacy services provided by SHAC to students, and to utilize these records to improve those services
- Hear and maintain accurate and confidential records of student complaints
- Refer all complaints to the appropriate support on campus (example: a human rights complaint would be referred to the Diversity & Human Rights Office)
- Meet with the SHAC Coordinator on a monthly basis to review all ongoing advocacy cases
- Work with the SHAC Coordinators regarding all volunteer and training matters related to human rights advocacy

VOLUNTEERS

- Together with the Volunteer Coordinator, be responsible for establishing a training programme for all volunteers which encompasses aspects of the job pertaining to advocacy
- In collaboration with the Volunteer Coordinator, log monthly hours and activities of every volunteer that supports the work of the Advocacy Coordinator
- Develop and maintain the sections of the SHAC Volunteer and Resource Manual specific to this position, in collaboration with other SHAC Coordinators
- Communicate regularly with the SHAC Volunteer Coordinator to plan how volunteers can become engaged in Advocacy support and events
- Attend SHAC Volunteer meetings as requested by the SHAC Volunteer Coordinator

QUALIFICATIONS:

- A keen understanding of oppression, power, privilege and social justice issues
- Commitment to anti-oppression/inclusivity
- Strong research skills
- Strong organizational, communication, and interpersonal skills
- Experience working on in a team environment
- Experience with and commitment to maintaining confidentiality in regard to cases
- Familiarity with the various on-campus organizations which deal with human rights-related issues;
- Familiarity with on-going anti-oppression, social justice and human rights issues, initiatives, and campaigns on campus
- Effective outreach strategies
- Independent problem solving under pressure
- Experience with advocacy and basic peer support is an asset
- Familiarity with human rights policy at the University of Guelph, provincial and federal levels is an asset
- Previous CSA/SHAC experience is an asset

Deadline for applications is Thursday March 15th, 2018 at 12:00 PM (noon)

Resumes and Cover letters should be submitted online through the CSA application process found at <http://www.csaonline.ca/jobs>

For a complete copy of the CSA Hiring Policy, visit <https://csaonline.ca/about/bylaws-policies>. The CSA hiring policy is found in Appendix D of the Policy Manual, Section 4.0.

The CSA is committed to employment equity and to the creation of a working environment that is welcoming for all applicants. We particularly encourage applications from women, Aboriginal peoples, persons with disabilities, racialized people, international students and members of Queer communities.

The Central Student Association welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. To arrange accommodations please contact csamain@uoguelph.ca