



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 - VOLUNTEER 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.

As the Volunteer Coordinator at SHAC you will contribute to the development of worthwhile volunteer initiatives by establishing clear guidelines for staff and volunteers, while also promoting the work and resources offered at SHAC to students. Your efforts will contribute to the enhancement of the SHAC service, while also empowering volunteers with guidance, coaching, and motivation while highlighting the importance of volunteerism to both the organization and the community as a whole.

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|-----------------------------|---|
| <b>Term</b>                 | Summer 2017 – 20 Flexible Hours<br>August 28 to December 1, 2017, 14 weeks<br>January 8 to April 6, 2018, 13 weeks<br>Total of 27 Weeks |
| <b>Hours</b>                | 10 hours per week,, 290 hours total<br><i>(average hours can vary based on programming and time of year)</i>                            |
| <b>Wages</b>                | \$3,733 (includes vacation pay)   |
| <b>Immediate Supervisor</b> | SHAC Coordinator  |
| <b>Executive Supervisor</b> | Vice President Academic   |

### TRAINING AND TRANSITION:

- Required to attend a full day of Staff Training, and other Training sessions/workshops scheduled by Policy & Transition Manager covering topics related to conflict resolution, anti-oppression/inclusivity, CSA policy and bylaws, etc.,
- Required to attend a full day of SHAC specific training
- Required to receive 5 hours of one-on-one training at minimum wage
- Required to provide 5 hours of one-on-one training to the new incoming Coordinator
- Required to create /update your Transition & Operating Manual to be submitted to the Policy & Transition Manager prior to the end of your contract
- Required to sit on the SHAC Volunteer & Outreach Coordinator hiring committee as the staff member, unless directed otherwise by your Executive Supervisor

### JOB DESCRIPTION:

#### SUMMER DUTIES AND ORIENTATION WEEK PREP (20 FLEX HOURS):

- Develop a volunteer recruitment and retention strategy
- Work with the SHAC Staff Team to ensure a SHAC presence and promotion during Orientation week
- Assist in the planning of the SHAC's participation in Orientation Week, particularly relevant events and resource/volunteer fairs in collaboration with the SHAC Coordinator

## **GENERAL RESPONSIBILITIES:**

- Ensure SHAC is operating in an anti-oppressive/inclusive manner
- Hold at least four (6) office hours per week in the Fall and Winter semesters
- 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 meetings of the SHAC Staff Team as scheduled by the SHAC Coordinator
- Submit a summary report after **every** semester to the SHAC Coordinator. Each report must include all recruitment, promotion and training details, as well as a volunteer activity summary report.
- Develop and maintain contacts with relevant organizations/ departments/ services/ programs/etc. on and off campus

## **VOLUNTEER RECRUITMENT**

- Be responsible for the recruitment and retention of approximately 20 volunteers to support the work of the SHAC office
- Work with the Promotional Services & Graphic Designer to create promotional material for volunteer recruitment while ensuring they are in line with the CSA Branding Package
- Be aware of the importance of recruiting a volunteer base that reflects our school's demographics; making sure that various marginalized groups of students are represented on SHAC's Volunteer Team
- Be responsible for the selection process and training of volunteers for SHAC

## **VOLUNTEER TRAINING & ENGAGEMENT**

- Ensure all volunteers complete mandatory training sessions before the end of the third week of classes in the Fall and Winter semesters Plan. This should include, but is not limited, to the following: anti-oppression/inclusivity, advocacy resources, SHAC Office orientation, File system, CSA Services, University Services, Community Services, etc.
- Create a volunteer contract for each volunteer to sign at the beginning of the semester; this will include points on anti-oppression/inclusivity, language sensitivity, confidentiality and professional conduct
- In collaboration with the SHAC staff, be responsible for developing a robust volunteer training programme, with specific expectations and requirements for HR Advocacy work, Legal work and Education & Events work
- Develop a 'passport' system for all volunteers to easily understand the training modules required prior to supporting the work of the HR Advocacy Coordinator, Legal Resource Coordinator and the Education & Events Coordinator
- Plan, develop and implement team training opportunities and workshops, at least once a semester for interested SHAC Staff and Volunteers, in coordination with the SHAC Coordinator
- Coordinate with the SHAC staff regular training sessions, ensuring a sufficient number of volunteers are trained in each of the three primary areas of events, advocacy and legal support.
- In collaboration with SHAC staff, prepare and implement all necessary materials for volunteer training
- Organize all training necessities (room bookings, projector, food, etc)
- Coordinate bi-weekly meetings with the SHAC staff to discuss and plan how volunteers can become engaged in each of the three primary areas: Events, Legal and HR Advocacy
- Develop and maintain a detailed record for every SHAC volunteer, to include training modules completed, record of logged hours logged hours and activities
- Work in conjunction with the SHAC staff to participate in the development and supervision of all volunteers
- Perform a semesterly review and facilitate performance evaluations for all SHAC Volunteers
- Run monthly meetings of the SHAC Volunteers
- Ensure a mechanism exists whereby volunteers can provide feedback about SHAC at least once a semester.
- Develop and maintain an office hours schedule for all volunteers
- Develop a volunteer base for various committees, initiatives, events, peer support, etc.
- Develop and maintain the sections of the SHAC Volunteer and Resource Manual specific to this position, in collaboration with other SHAC Coordinators
- Establish teams of volunteers to focus on certain areas relevant to SHAC, when necessary
- Regularly encourage SHAC volunteers to complete class talks, or tabling to promote the CSA and SHAC resources and services while seeking volunteer engagement

**QUALIFICATIONS:**

- Strong understanding of, and commitment to, diversity and inclusion
- Experience with volunteer recruitment, management, training
- Experience supervising and motivating volunteers
- Experience facilitating workshops and training sessions
- Familiarity with the various on-campus organizations and services
- Effective organizational, communication and interpersonal skills
- Experience with advocacy and basic crisis support
- Experience with and commitment to maintaining confidentiality in regards to cases
- Previous CSA/SHAC experience an asset

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**Deadline for applications is Friday, February 24, 2017 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>

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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.