



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.

The Volunteer Coordinator at SHAC is responsible for the recruitment and training of all SHAC volunteers. This role serves as a support and guide for volunteers, maintains their preparedness and engagement in the service, and aids in their development as leaders. They ensure that volunteers are successfully trained on all elements of SHAC's operations, are scheduled for regular office hours and meetings, and that the entire SHAC volunteer programme runs efficiently. They also are responsible for ensuring that each volunteer feels equipped, supported, and welcome as part of the greater SHAC team. They also hold office hours and assist with various student advocacy cases alongside the other 4 coordinators.

Term	Summer Semester 2018 - 30 Flex Hours September 3 to November 30, 2018, 13 weeks January 7 to April 5, 2019, 13weeks Total of 26 Weeks + Flex Hours
Hours	10hours per week, reduced to 5 hours per week during Winter Reading Week, <i>(average hours can vary based on programming and time of year)</i> 285 hours total
Wages	\$4,375(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 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 method, etc.
- 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 Volunteer Coordinator
- 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 (30 FLEX HOURS)

- Develop a volunteer recruitment and retention strategy
- Work with the SHAC Coordinator to create a timeline/action plan for recruitment and training
- Work with the CSA Promotional Services & Graphic Designer to create promotional material for volunteer recruitment as soon as application dates are decided
- Work closely with the SHAC Staff Team to ensure that the plan for training includes elements that apply to each of their areas
- Communicate with SHAC's lawyer and any external groups who you'd like to help deliver training (i.e. DHR, CFS, etc.)
- Organize all training logistics in advance (room bookings, projector, food, etc)
- 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
- 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
- Meet regularly with the SHAC team (virtually or in person) to provide updates and discuss volunteer recruitment and training details
- Monitor emails

GENERAL RESPONSIBILITIES:

- Ensure SHAC is operating in an anti-oppressive/inclusive manner
- Hold at least eight total (8-10) 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 bi-weekly meetings of the SHAC Staff Team as scheduled by the SHAC Coordinator
- 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 maintain contacts with relevant organizations/ departments/ services/ programs/etc. on and off campus
- 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 Advocacy, as well as in promoting the service at large
- 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 the sections of the SHAC Volunteer and Resource Manual specific to this position
- Host at least two tabling events in the Fall and the Winter semesters
- 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.

VOLUNTEER RECRUITMENT

- Be responsible for the recruitment and retention of approximately 10-12 volunteers to support the work of the SHAC office
- Use social media and CSA Promo services to get the word out about recruitment as soon well in advance
- Format and develop the volunteer application package including questions volunteers must answer to apply
- Format and develop interview questions
- Reach out to special status groups and the SAS in advance to promote volunteer recruitment so that students from marginalized groups can be represented on SHAC's Volunteer Team
- Be responsible for assessing the applications of volunteers, running interviews for volunteers, and contacting volunteers to offer an acceptance or a rejection
- Ensure that all successful candidates understand and sign the volunteer contract, and are aware of mandatory training

VOLUNTEER TRAINING& ENGAGEMENT

- Develop and maintain an office hours schedule for all volunteers, ready for the start of each semester
- Ensure all volunteers complete mandatory training sessions before the end of the third week of classes in the Fall and Winter semesters. 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, active listening, practice cases etc.
- Develop or seek out potential additional training opportunities or workshops throughout the year for volunteers and SHAC staff, in partnership with the SHAC Coordinator
- 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, which should be planned and determined at the beginning of each semester in line with all of the volunteers' schedules. Each meeting should include a new component of training, or work to strengthen existing skills. These meetings should also be treated as a touch-base and a chance to receive feedback on how things are operating at SHAC
- Organize one volunteer appreciation event at the end of each semester
- Develop a volunteer base for various committees, initiatives, events, peer support, etc.
- Regularly encourage SHAC volunteers to participate promotional opportunities such as class talks or tabling to promote the SHAC and/or the CSA's resources and services

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 in a team environment
- Experience with and commitment to maintaining confidentiality in regard to cases
- Independent problem solving under pressure
- Leadership and supervision experience
- Familiarity with various on and off campus organizations and services
- Experience with volunteer recruitment, management, training is an asset
- Experience facilitating workshops and training sessions is an asset
- Experience with advocacy and basic peer support is an asset
- Previous CSA/SHAC experience an asset

Deadline for applications is Thursday, March 15th, 2018at 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 a 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