The Central Student Association (CSA) is the undergraduate student union 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 Bullring, universal bus pass, health and dental plan, Bike Centre, Clubs, Student FoodBank, SafeWalk, Student Help and Advocacy Centre, printing and promotional services.

STUDENT HELP AND ADVOCACY CENTRE ASSISTANT COORDINATORS (2 POSITIONS)

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.

Both SHAC Assistant Coordinators work collaboratively with a volunteer team and the SHAC Coordinator to provide quality and timely assistance. This position is responsible for serving as an information source and support for University of Guelph undergraduate students who are looking for assistance and/or are experiencing tenancy or legal issues. This requires research skills, familiarity with local and university service providers, dispute resolution processes (especially the Landlord and Tenant Board process), and interpersonal skills. Additionally, SHAC Assistant Coordinators host awareness and tabling events throughout the year.

<table>
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<tr>
<th>Term</th>
<th>Summer Semester 2020 – 8 Flex Hours</th>
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<tbody>
<tr>
<td></td>
<td>September 7 to December 18, 2020, 15 weeks</td>
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<tr>
<td></td>
<td>January 11 to April 23, 2021, 15 weeks</td>
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<td></td>
<td>Total of 30 Weeks</td>
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<tr>
<th>Hours</th>
<th>10 hours per week, reduced to 5 hours per week during exam periods, 288 hours total</th>
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<td>(Note: the hours for this position may vary from week to week, including a minimum of one evening per week)</td>
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| Wage               | $4,608 (including vacation pay)                                                  |

| 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, March 28, 2020
- Required to attend a full day of Staff Training and other Training sessions/workshops scheduled by the CSA Office Manager covering topics related to conflict resolution, inclusivity, CSA policy and bylaws, Health and Safety, etc.
- Required to attend a full day of SHAC specific training prior to official start date as coordinated by the CSA Office Manager
- Required to receive up to 8 hours of one-on-one training at minimum wage from the outgoing SHAC Assistant Coordinator
- Required to provide up to 8 hours of one-on-one training to the new incoming SHAC Assistant Coordinator (as part of contract hours)
- Throughout the term of employment, required to update sections of the SHAC Operating Manual that pertain to this position in consultation with the SHAC Coordinator
- May be required to sit on the SHAC Assistant Coordinator hiring committee as directed by the VP Academic
JOB DESCRIPTION:

GENERAL DUTIES:

- Support the SHAC Coordinator to ensure SHAC is operating smoothly and effectively throughout the Fall and Winter semesters (including exam periods)
- Ensure SHAC is operating in an inclusive manner
- Hold at least eight (8) office hours per week
- Maintain a digital time log (stored on your G:drive) to be available for review by your supervisor and the Business Manager on a biweekly basis (Friday of a pay week)
- Be flexible, especially with respect to hours worked per week. Be prepared to spend additional hours during onboarding and training periods
- Answer correspondence of a general nature to SHAC, including phone calls and emails within 48 business hours
- Work together with the SHAC Coordinator to ensure the office is open for thirty (30) hours per week in the Fall and Winter, reducing to twenty (20) hours per week during exam periods
- Adhere to the schedule of office hours as prepared by the SHAC Coordinator for the Fall and Winter semesters
- Participate in regular team meetings for SHAC staff and volunteers as organized by the SHAC Coordinator
- Foster and maintain a positive team dynamic among SHAC staff
- Work with other SHAC staff to maintain an organized and accessible office. This would include, but not be limited to, keeping files and resource material updated, monitoring office accessibility and addressing issues as they appear.

SUMMER DUTIES: 8 FLEX HOURS

- Attend monthly meetings as organized by the SHAC Coordinator (in person or virtually) to update team members and develop Orientation Week activities
- Organize the first tabling event to be scheduled in September
- Participate in SHAC’s involvement in Orientation Week as organized and detailed by the SHAC Coordinator and VP Academic. Events could include, but would not be limited to resource fairs, the President’s Welcome, tabling and/or a trivia night.

PROMOTION & OUTREACH:

- Communicate to the SHAC Coordinator all outreach and information initiatives in a timely fashion to support effective promotion of all initiatives
- In collaboration with the SHAC Coordinator and CSA Graphic Designer, help develop a promotional strategy for the entire year, ensuring SHAC services, workshops and awareness initiatives (including student rights) are well promoted to the student body
- Host at least two tabling events in the Fall and two in the Winter. The first tabling event should be in the month of September.
- Help build relationships, share information and promote SHAC services with the Off-Campus Living, Office of Intercultural Affairs, Residence Life and student organizations which represent marginalized communities
- Develop relationships and work collaboratively with special status groups and the Office of Diversity & Human Rights Office and any other organization on-campus that provide student advocacy services

ADVOCACY:

- Offer basic academic support regarding student academic rights and responsibilities, as well as academic processes
- Provide short term peer support and provide referrals when required
- In collaboration with the SHAC Coordinator, develop a timeline and action plan for the legal drop-in service and for tenancy workshops
- Attend monthly meetings as organized by the SHAC Coordinator to review all ongoing tenancy and legal cases
- Maintain the schedule of legal drop-in and regularly update the SHAC Coordinator in terms supply and demand
- Together with the SHAC Coordinator, collaborate with the VP Academic on tenancy issues, resource material and workshops
- Collaborate with Off Campus Living during the Rental Housing Fair to provide tenancy rights information and resources
- In collaboration with the SHAC Coordinator, work and liaise with Off-Campus Living where legal issues require it
- Support the SHAC Coordinator in the planning and execution of two Housing & Tenancy Workshops
• Serve as a knowledgeable resource on the Residential Tenancy Act, and on legal issues and avenues
• Maintain the library of tenancy booklets, and resources related to CSA initiatives as well as on-campus and off-campus resources, ensuring they are up-to-date and old information is purged appropriately
• In collaboration with the SHAC Coordinator, maintain a clear and transparent records system for the services provided to students, so these records can be reviewed and utilized to improve services
• Arrange appointments with students outside of established office hours as required

VOLUNTEER SUPPORT:
• Support the recruitment and on-going training of the four SHAC Volunteers
• Together with the SHAC Coordinator, ensure volunteer contracts are signed and mandatory training completed before volunteers are scheduled to work in the office
• Together with the SHAC Coordinator, plan a meet and greet with the newly recruited volunteers and the VP Academic before the end of September
• Under the direction of the SHAC Coordinator, assist in the maintenance of a detailed file for every volunteer, clearly tracking training, duties performed, hours worked, and when requested provide letters of reference
• Attend all Volunteer and SHAC staff team meetings as posted by the SHAC Coordinator
• Together with the SHAC Coordinator, develop a retention plan and enhanced training opportunities
• Together with the SHAC Coordinator, plan one volunteer appreciation event per semester

REPORTING:
• Together with the SHAC Coordinator, review volunteer and client feedback to better evaluate areas for improvement (late Fall)
• Maintain up to date records, detailing the number of client visits, general nature of visits, workshops offered, number of attendees and general feedback from tabling events
• Prepare and submit a summary report at the end of every semester to the SHAC Coordinator

QUALIFICATIONS:
• Strong understanding and commitment to anti-oppression and inclusivity
• Effective organizational, communication and interpersonal skills
• Strong research skills
• Familiarity with the various on-campus organizations and services which deal with tenancy and legal issues an assist
• Experience working in a team environment
• Experience with advocacy and basic crisis support is an asset
• Knowledge of the Residential Tenancy Act
• Experience with and commitment to maintaining confidentiality regarding cases

Deadline for applications is Wednesday, February 26, 2020 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 C 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.

New hires who require an Accommodation Plan must request a meeting with either the Business Manager or the Office Manager (CSA HR Support Team) prior to the hire date specified in the employment contract. This meeting will be confidential and specific to the individual’s needs.