



The Central Student Association (CSA) is the undergraduate student association at the University of Guelph. We advocate on behalf of our membership, representing their 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.

SAFEWALK ASSISTANT

SafeWalk is a volunteer driven program dedicated to providing students, staff, faculty and visitors on campus with a safe and reliable accompaniment to their destinations after dark, and helping to maintain the safety of the University community. Volunteers work one 2.5 hour shift every two weeks, ensuring that the program is operational from 8:00pm to 1:00am, five days a week in the Fall and Winter semesters. Hours are subject to change.

The SafeWalk Assistant is responsible for supporting the SafeWalk Coordinator with the operations of the SafeWalk program. Primary duties include working with the Coordinator to develop a strategic plan for the year, assisting with volunteer recruitment and training, maintaining the Listserv, gathering and recording shift counts, calls, and other statistical service data, managing SafeWalk's social media account, coordinating and facilitating the Senior Volunteer Committee, and assisting with volunteer team-building and appreciation events.

As a staff member, the SafeWalk Assistant must uphold and support the [CSA's Mandate and Approach](#) and work towards the overall success of the CSA and the Team as we serve our members.

Term	Summer 2024 – 25 Flex Hours September 3 to December 13, 2024, 15 weeks January 6 to April 18, 2025 (<i>No hours during Winter Reading Week</i>), 14 weeks Total 29 weeks
Hours	10 hours per week, reduced hours during exam periods Exam Periods: 10 flex hours total in Fall; 10 flex hours total in Winter 295 hours total <i>Hours to be completed on-site except where off-site work is required, average hours can vary based on programming and time of the year, especially during Volunteer Recruitment</i>
Wages	\$5,384 (includes vacation pay)
Team Leader	SafeWalk Coordinator
Executive Supervisor	Vice President Student Experience

TRAINING AND TRANSITION:

- Required to complete the following online training modules:
 - Workplace Health & Safety
 - Anti-Oppression
 - Accessible Service Provision
 - Sexual and Gender Based Violence Awareness
- Required to attend the following in-person training modules:
 - CSA Staff Orientation
 - CSA Positive Workplace: CSA Norms, Conflict Resolution, and HR Support Team
 - Workplace Respect: Workplace Violence & Harassment
- Required to receive up to 8 hours of one-on-one training from a SafeWalk staff member prior to April 19, 2024

- Throughout the term of employment, required to update pertinent sections of the SafeWalk Operating Manual in collaboration with the SafeWalk Coordinator, with tracked changes, prior to the contract end date
- May be required to participate on the SafeWalk Assistant's hiring committee as directed by your Executive Supervisor
- Required to provide 8 hours of one-on-one training to the new incoming SafeWalk Assistant prior to the term ending date

JOB DESCRIPTION:

GENERAL RESPONSIBILITIES:

- Provide support to the volunteers and the SafeWalk Coordinator
- Ensure SafeWalk is operating in an inclusive manner
- Support the SafeWalk Coordinator to ensure the program is operating effectively throughout the Fall and Winter semesters (including exam periods)
- Work contract hours on-site between the hours of 9:00am to 6:00pm, Monday through Friday, unless pre-approved
- 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. Of note, the first two months of each semester are a bit heavier, focusing primarily on interviewing, training, and scheduling of volunteers
- Maintain a digital time log (stored on the CSA Shared Drive) to be available for review by your supervisor and the Business Manager on a biweekly basis (Friday of a pay week)
- Attend weekly meetings in the Fall and Winter semesters as organized by the SafeWalk Coordinator
- Meet with your Executive Supervisor as requested
- Together with the SafeWalk Coordinator, meet once per month with the Senior Volunteer Committee Members
- Attend CSA All-Staff meetings (approximately 3 meetings per Fall and Winter semester)

SUMMER DUTIES: 25 FLEX HOURS

- **Complete all online staff training modules (approximately 7 hours total)**
- Attend biweekly meetings with the SafeWalk Coordinator and VP Student Experience (virtually or in person) to:
 - Develop a detailed strategic plan for the year to include awareness and promo campaigns, recruitment strategies, training requirements, volunteer team building and appreciation
 - Draft a volunteer experience feedback survey (see Volunteer Management/Retention & Appreciation section)
- In collaboration with the SafeWalk Coordinator, review and update the contents of the Volunteer Application Package
- Monitor the SafeWalk social media account

SERVICE OPERATIONS

- Early in the Fall semester, and throughout the term:
 - Prepare Identification Badges and taxi/cab passes for volunteer
 - Ensure the cell phone is topped up with airtime, operational at all times, and checked regularly
 - Update and maintain the volunteer Listserv
 - Ensure the Senior Volunteer Committee membership is established and meeting regularly
 - Stock the volunteer cupboard with snacks
- Support the SafeWalk Coordinator, when necessary, to ensure nightly shifts are filled, and the service remains operational
- In cases of an emergency, act as the secondary contact
- Once per semester, gather weekly availability from each volunteer, compiling information into a summary spreadsheet
- Create the template for the monthly schedule
- As shifts fill, monitor for gender parity, notify the SafeWalk Coordinator of pairings that may need to be altered
- Post the upcoming weekly schedule on Teams for quick reference and reminder
- Monitor nightly volunteer reminder emails each day, reporting any issues to the SafeWalk Coordinator
- Monitor and ensure the volunteer schedule is updated as changes occur
- Upon return to service after disruptions, such as Winter Break and Reading Week, send reminder emails to ensure volunteers are aware of scheduled shifts

- Provide feedback, together with the Senior Volunteer Committee, and the VP Student Experience, before any major decisions are made that would affect the operation of program

SERVICE PROMO & AWARENESS

- Provide staffing support at the SafeWalk CSA service table during Club Days and during the CSA Resource Fair
- Maintain a positive image via social media and form responses to any concerns or issues that arise from the public
- Assist the SafeWalk Coordinator in the review of all promotional text prior to submission to the Promo Coordinator
- Support with the organization and execution of one major awareness campaign to be launched in mid-Fall and in mid-Winter, as organized by the SafeWalk Coordinator
- Seek out creative options and opportunities to increase awareness about SafeWalk to on-campus students

VOLUNTEER MANAGEMENT

Recruitment & Training

- Assist the SafeWalk Coordinator in the hiring and training of new volunteers
- Encourage the members of the Senior Volunteer Committee members to participate during the recruitment period when possible
- Together with the Coordinator, review applications, conduct interviews, and provide feedback when finalizing candidate approvals
- Provide support with the planning and execution of both mandatory in-person training sessions
- Serve as the primary facilitator in the recruitment of Senior Volunteer Committee members, provide comprehensive training and establish a regular meeting schedule

Retention & Appreciation

- Together with the SafeWalk Coordinator, develop and distribute a feedback survey to be sent to all volunteers mid-Fall and mid-Winter, to solicit feedback specific to their volunteer experience, areas for improvement, and/or general comments about the program
- Confirm an annual budget for volunteer snacks with the SafeWalk Coordinator, and confirm sufficient stock of the refill drink coupons
- Ensure snack cupboard is well-stocked, making purchases as required and within budget
- Facilitate monthly appreciation prize for volunteer with the most shifts
- Ensure the office space is welcoming, clean, and organized together with the SafeWalk Coordinator
- Assist with the organization and facilitation of one team-building event in Fall and in Winter
- Together with the SafeWalk Coordinator, organize a year-end appreciation event

Volunteer Record Keeping

- Maintain volunteer shift count records and number of walks, ensuring that comprehensive records are being kept regarding the number of volunteer shifts, calls, walks, etc.
- Provide monthly statistical data to the SafeWalk Coordinator to be recorded in each Volunteer Staff File
- Provide annual statistical data to be included in the Service Report at the CSA's General Members Meeting (GMM) held annually in March and in the year-end report for inclusion in the SafeWalk Operating Manual

QUALIFICATIONS:

- Strong organizational and time management skills
- Strong verbal and written communication skills
- Ability to work within a team atmosphere
- Ability to motivate, inspire and give direction to individuals and groups
- Experience coordinating, recruiting, and appreciating volunteers
- Strong understanding of, and commitment to, diversity and inclusion

- Ability to work independently and with minimal supervision
- Experience managing an organization social media account an asset
- Experience managing a work schedule is an asset
- Experience volunteering with SafeWalk is an asset
- General knowledge of the CSA is an asset

Deadline for applications is Thursday, March 28, 2024, at 4:00 PM

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 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 csaomes@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.