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 – VOLUNTEER & PUBLIC RELATIONS COORDINATOR

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 3.5 hour shift every two weeks, ensuring that the program is operational from 7:30pm to 2:30am, seven days a week in the Fall and Winter semesters.

The SafeWalk Volunteer & Public Relations Coordinator is responsible for the recruitment and management of volunteers, and for handling all program advertisements and promotional materials. They are required to work with the SafeWalk Coordinator to develop volunteer recruitment and retention strategies. Duties include developing the scheduling system, organizing social/appreciation events and the upkeep of the volunteer office and records. Furthermore, in conjunction with the SafeWalk Coordinator they must ensure the SafeWalk program maintains a presence at campus resource fairs and tabling events.

| Term | Summer 2022 – 10 Flex Hours  
|      | September 6 to December 16, 2022, 15 weeks  
|      | January 9 to April 21, 2023, 15 weeks  
|      | Total 30 weeks |

| Hours | Fall and Winter – 12.5 hours per week,  
|       | Exam Period Flex – 10 hours total Fall Exam Period, 10 hours total Winter Exam Period  
|       | 355 hours total |

| Wages | $6,021 (includes vacation pay) |

| Team Leader | SafeWalk Coordinator |

| Executive Supervisor | Vice President Student Experience |

TRAINING AND TRANSITION:

- Required to complete the following online training modules:
  - CSA Staff Orientation (1 hr)
  - Workplace Health & Safety (2.5 hrs)
  - Anti-Oppression (1 hr)
  - Workplace Violence & Harassment (1.5)
  - Accessible Service Provision (1 hr)
  - Covid Infection, Prevention and Control Awareness (.5 hr)

- Throughout the term of employment, required to update the sections of the SafeWalk Operating Manual that pertain to this position in consultation with the SafeWalk Coordinator, ensuring it is completely updated, with tracked changes, prior to the end of the contract

- Required to provide 10 hours of one-on-one training to the new incoming SafeWalk Volunteer & Public Relations (PR) Coordinator prior to the end of this contract
• May be required to participate on the SafeWalk Volunteer & PR Coordinator’s hiring committee as directed by your Executive Supervisor

JOB DESCRIPTION:

GENERAL RESPONSIBILITIES:
• Ensure SafeWalk is operating in an inclusive manner
• Hold approximately ten (10) regularly scheduled office hours in the University Centre Office per week between the hours of 9:00am-6:00pm in the Fall and Winter Semester
• 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 per week in preparation for various events and fewer hours at other times throughout this contract. More specifically, the first two months of each semester are a bit heavier, focusing primarily on interviewing, training, and scheduling of volunteers, promotional initiatives, and training paperwork. November and December are a bit quieter, being filled with volunteer appreciation, promotional initiatives (e.g., Cannon painting), tracking shifts, and preparing for the next semester
• Work with the SafeWalk Coordinator to develop a detailed strategic plan for the term and to perform a yearly review of operating procedures
• Assist the SafeWalk Coordinator as necessary with SafeWalk programs and initiatives
• Report all comments and suggestions made in relation to the program and or its members to the SafeWalk Coordinator for discussion with the Senior Volunteer Committee
• Keep all information concerning personnel and/or security matters given by Campus Police, SafeWalk volunteers and clients strictly confidential at all times

SUMMER DUTIES: 10 FLEX HOURS
• Complete all online staff training modules (approximately 7.5 hours total)
• Attend monthly meetings with the SafeWalk Coordinator and VP Student Experience (virtually or in person) to provide updates and discuss service details

PUBLIC RELATIONS AND PROMOTIONS
• Work with the SafeWalk Coordinator to develop a promotional strategy for the beginning of each semester
• Support and provide input to the SafeWalk Coordinator and Promotional Services & Graphic Designer in the development of SafeWalk promotional materials and publicity initiatives (i.e., posters, flyers, Cannon painting, newspaper and radio ads, brochures, web pages, display boards, etc.)
• Seek out and organize proposals and presentations about SafeWalk to on-campus students with the SafeWalk Coordinator
• Maintain a positive image via social media and form responses to any concerns or issues that arise from the public

VOLUNTEER MANAGEMENT:
• In collaboration with the SafeWalk Coordinator, develop a COVID-19 Prevention Protocol for volunteers to follow while on shift prior to the commencement of the SafeWalk program
• Ensure that nightly shifts are filled, and the service is operational at all times and to act as the primary contact person in case of emergency
• Coordinate the volunteer hiring process alongside the SafeWalk Coordinator, including interviews and applications, and make volunteer recommendations to the SafeWalk Coordinator
• Coordinate follow-ups with returning volunteers to ensure they are enjoying their experience in collaboration with the SafeWalk Coordinator
• Compile, maintain and distribute the volunteer contact list and listserv
• Monitor nightly volunteer reminder e-mails each day, reporting any issues to the SafeWalk Coordinator
• Gather weekly availability from each volunteer and compile bi-weekly schedules in a fair and equitable manner and to ensure that there is gender parity of volunteers on-shift when possible
• Distribute schedules via email at least one week in advance of the first scheduled shift
• Handle any extraordinary circumstances for shift change requests
• Monitor and ensure the volunteer schedule is updated as changes occur
• Update and submit bi-weekly summary reports of volunteer shifts, missed shifts and other stats to the SafeWalk Coordinator in a shared document
• With the assistance of the SafeWalk Coordinator, maintain the volunteer office and all equipment and supplies (including jackets, drink tickets, SSN sign-in sheets and log sheets, snacks, nightly checklists)
• Help ensure that team morale is always as high as possible by organizing team social events and volunteer appreciation events at least once per semester
• Ensure that volunteers with the highest shift counts are recognized and rewarded
• Assist the SafeWalk Coordinator with the coordination of Volunteer Training and attend all volunteer training sessions
• Develop and implement a variety of volunteer recruitment and retention strategies in collaboration with the Coordinator and senior volunteer committee, including prizes for volunteers
• File, organize and maintain volunteer records in the CSA SafeWalk Office and on OneDrive (ie. new volunteer files, destroying old files, etc.)
• Attend monthly meetings with the senior volunteer committee with the Program Coordinator to discuss expansion, modification, or issues within the SafeWalk program
• Resolve any volunteer conflicts or issues that may arise in a confident and professional manner and if necessary, seek assistance from SafeWalk Coordinator or a member of the CSA HR Support Team

QUALIFICATIONS:
• Strong leadership skills and the ability to work within a team atmosphere
• Ability to motivate, inspire and give direction to individuals and groups
• Ability to promote SafeWalk and recruit new volunteers
• Experience coordinating, recruiting, and appreciating volunteers
• Strong organizational and time management skills
• Strong communication skills
• Strong understanding of, and commitment to, diversity and inclusion
• Ability to work independently and with minimal supervision
• Experience volunteering with SafeWalk is an asset
• An understanding of campus advertising rules & procedures an asset
• General knowledge of the CSA is an asset

Deadline for applications is Thursday, April 7, 2022, 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.