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 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.

The role of the SafeWalk Coordinator is to oversee all operations of the SafeWalk program. Major responsibilities include budget management, overseeing the overall management of the program such as providing support to all SafeWalk initiatives and the Volunteer & Public Relations Coordinator, recruitment and training of all SafeWalk volunteers, and assisting in the promotion of the SafeWalk program.

| Term                      | Summer 2021 – 7.5 Flex Hours  
  |                          | September 7 to December 17, 2021, 15 weeks  
  |                          | January 10 to April 22, 2022, 15 weeks  
  |                          | Total of 30 Weeks  
|---------------------------|-----------------------------------------------------------------------------------
| Hours                     | Fall and Winter - 12.5 hours per week,  
  |                          | Exam Period Flex – 15 hours total Fall Exam Period, 15 hours total Winter Exam Period  
  |                          | 362.5 hours total  
| Wage                      | $6,032 (includes vacation pay)  
| 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 SafeWalk Operating Manual in collaboration with the Volunteer & Public Relations (PR) Coordinator, and electronically submit the updated manual, with tracked changes, to the Office Manager and the Policy & Transition Manager prior to the end of the contract
- Required to provide 10 hours of one-on-one training to the new incoming SafeWalk Coordinator prior to the end of this contract
- May be required to participate on the SafeWalk Coordinator’s hiring committee as directed by your Executive Supervisor
JOB DESCRIPTION:

GENERAL RESPONSIBILITIES:

• Act as the Team Leader and offer support to volunteers and the SafeWalk Volunteer & PR Coordinator
• Ensure that SafeWalk is operating effectively throughout the Fall and Winter semesters (including exam periods)
• 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, as well as police checks, 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 next semester.
• Organize weekly meetings with the SafeWalk Volunteer & PR Coordinator
• Organize monthly meetings with the Senior Volunteer Committee Members
• Meet with your Executive Supervisor at least once a month, and as requested
• Ensure that nightly shifts are filled, and the service is operational at all times and to act as the secondary contact in case of emergency
• Assist and work with the Volunteer & PR Coordinator and CSA Graphic Designer on promotional initiatives of SafeWalk and ensure all SafeWalk promotions adhere to the CSA branding guide
• Manage the SafeWalk budget with the support of the Business Manager, including the submission of funding and solicitation proposals as necessary
• Be the primary representative of SafeWalk to both on-campus and off-campus organizations
• Facilitate building and maintaining relationships with other services on campus, and other SafeWalk/Foot Patrol/Walk Safe services across the country
• Participate in the evaluation of SafeWalk staff in coordination with the Executive Supervisor
• Provide reference letters and certificates for volunteers who meet the criteria

SUMMER DUTIES: 7.5 FLEX HOURS

• Complete all online staff training modules (approximately 7.5 hours total)

SAFEWALK OPERATIONS:

• Ensure both SafeWalk telephone extensions (CSA Office and SafeWalk Cell Phone) are updated with a current greeting and forwarded appropriately
• Work in collaboration with the Volunteer & PR Coordinator and VP Student Experience to develop a detailed strategic plan for the Fall and Winter semesters
• Investigate initiatives to improve the SafeWalk Program
• Seek feedback from the Volunteer & PR Coordinator, volunteers, and the VP Student Experience before making any major decisions affecting the operation of the program
• Keep all information concerning personal and/or security matters given by Police Services, SafeWalk volunteers and clients strictly confidential at all times
• Be responsible for making sure all volunteers are receiving accurate and up to date information regarding SafeWalk operations and updates in a timely and efficient manner

VOLUNTEER MANAGEMENT AND TRAINING:

• Organize two mandatory meetings with all returning volunteers in the month of September, and in January. Volunteers will only be required to attend one of these meetings. The purposes of these meetings will be as follows:
introductions, communicating the plan for the year and any new initiatives that will be taking place, and collect feedback from the volunteers on the previous year.

- Coordinate the recruitment of volunteers alongside the Volunteer & PR Coordinator, including interviews and applications.
- Prepare SafeWalk Identification badges and taxi/cab passes for volunteers
- Ensure the cell phone is topped up with airtime, operational at all times and checked regularly
- Assist the Volunteer & PR Coordinator in the hiring of new volunteers at the beginning of each semester
- Review any recommendations made by the Volunteer & PR Coordinator and have the final approval on accepting new volunteers
- Assist, supervise and ensure the organization of team social events and volunteer appreciation events which are run by the SafeWalk Volunteer & Public Relations Coordinator
- Coordinate volunteer training at the beginning of each semester with the assistance of the Volunteer & PR Coordinator
- Assist the Volunteer & PR Coordinator in the resolution of volunteer conflicts
- Encourage Senior Volunteer Committee members to participate in the recruitment of future Senior Volunteer Committee members

PUBLIC RELATIONS AND PROMOTIONS

- Arrange for returning volunteers to staff the SafeWalk CSA service table during Club Days between the hours of 11:00am and 4pm (second Thursday and Friday of classes).
- Work with the CSA Graphic Designer to ensure the information displayed on the CSA website (csaonline.ca) is updated and accurate
- Seek out and organize proposals and presentations about SafeWalk to on-campus students with the Volunteer & PR Coordinator
- Organize and execute the painting of the Cannon with SafeWalk volunteers in the Fall to promote the SafeWalk program

REPORTING:

- Ensure that proper records are being kept by the Volunteer & PR Coordinator regarding SafeWalk statistics (e.g., volunteer shifts, calls and walks etc.)
- Develop and distribute a feedback survey to the volunteers at the end of each semester to find out what they thought of the program, how things could be improved, will they be returning, their availability, any ways that volunteer appreciation and the program overall could be changed and/or improved
- Prepare reports and conduct presentations for the Board of Directors as requested

QUALIFICATIONS:

- Strong leadership skills and ability to work within a team atmosphere
- Experience supporting and supervising staff
- Demonstrates ability and understanding of volunteer recruitment and training
- Strong organizational and time management skills
- Strong understanding of, and commitment to, diversity and inclusion
- Ability to work independently and with minimal supervision
- Conflict resolution and problem-solving skills
- Experience promoting a service, event, organization etc. is an asset
- Experience volunteering with SafeWalk an asset
- General knowledge of the CSA is an asset
Deadline for applications is Friday, July 23, 2021, 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 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.