Job Description

Part-Time Manager

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| **Position Title:** | Maccess Assistant Director |

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| **Term of Employment:** | May 1 – April 1 |

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| **Supervisor(s):** | Executive Board through the Vice-President (Administration) |

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| **Remuneration:** | Grade ? |

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| **Hours of Work:** | ? hours per week |

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| **General Purpose & Scope** |

The **Maccess Assistant Director** shall be responsible for the coordination of MSU Maccess’s volunteer team in the execution of one of the MSU’s Peer-Support Service’s programs. The **Maccess Assistant Director**, alongside the Maccess Director, shall serve as a pillar for student aid throughout the McMaster community that focuses on disability, chronic illness, mental illness, accessibility, or other experiences which fall under the broader Disability Justice framework—and any relevant resources for MSU students—through the creation and delivery of programming, events, and campaigns. The **Maccess Assistant Director** will assist the Maccess Director in the hiring of all executive and volunteer members, as well as the coordination, training, and recognition of all volunteers within the Service. The **Maccess Assistant Director** shall strive to create a welcoming, inclusive, and safe(r) environment for Service users/community members and volunteers within an Anti-Racist and Anti-Oppressive Framework. The **Maccess Assistant Director**’s primary responsibilities shall involve regular reflection and intervention in addressing the internal growth needs of the Service.

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| **Duties & Responsibilities** |

### Supervision/Professional Development (30%)

* Ensure that MSU Maccess’s mandate is upheld by all its volunteers.
* Support the volunteer team in completing their roles via goal development and regular check-ins.
* Create, distribute, and oversee the schedule for all volunteer shifts.
* Work with the Maccess Director to provide appropriate accommodations to volunteers and executives, where possible.
* Respond to and/or appropriately forward all questions or requests (e.g., reference letters) from Service users/community members, executives, or members of MSU Maccess.
* Provide and/or appropriately forward emotional support to volunteers, where appropriate.
* Plan, coordinate, and attend executive and volunteer appreciation events with the Maccess Director and executive team, where appropriate/possible.
* Coordinate executive on-call hours, with the Maccess Director, to provide support for volunteers.
* Work alongside the Maccess Director to coordinate and execute volunteer and executive hiring cycles for the Service.
* Work alongside the Maccess Director and executives to administer training of the Service’s volunteer team.
* Work with the Maccess Director to establish and enforce guidelines and expectations for Service volunteers.
* Support the executive team in the Maccess Director’s absence.

### Budget/Finances/Materials (5%)

* Work with the Maccess Director to ensure volunteer appreciation/recognition and training expense budgets align with those of the Service.
* Work with the Maccess Director throughout any expenditure process to ensure proper procedures and allocations occur.
* Retain financial information to receive MSU reimbursements vicariously from the Maccess Director, where appropriate.

### Internal Communications/Collaboration (25%)

* Communicate training details to all volunteers in a timely manner.
* Coordinate with volunteers and executives to communicate relevant information with Service users/community members, where and however appropriate.
* Relay executive on-call and volunteer shift schedules to all volunteers, executives, and the Maccess Director.
* Coordinate substitute volunteer shifts in the event of any sudden, irregular, and/or inopportune absences.
* Participate in executive meetings, as scheduled, to provide regular updates to the executive team.
* Follow-up with volunteers to debrief after peer support sessions, where/however appropriate.
* Participate in Part-Time Manager meetings and training sessions, as requested by the Vice-President (Administration).
* Assist the Maccess Director in the creation of EB reports specifically as it relates to the operations of volunteers under the Maccess Assistant Director’s supervision.

### Innovation/Initiative (10%)

* Work with the Maccess Director and executives to develop hiring processes for MSU Maccess's incoming volunteers.
* Work alongside the Maccess Director to develop (i.e., create, record, review, edit, caption), administer, and track training of the Service’s volunteer team, including the coordination of alternative training methods.
* Create, update, and distribute a transition document for the incoming Maccess Assistant Director.
* Regularly collect feedback from Service users/community members and volunteers to gauge the efficacy of MSU Maccess.

### Judgement/Thinking (20%)

* Work towards the creation of MSU Maccess activities, services, and initiatives that are accessible to students of all identities, lived experiences, and socioeconomic statuses.
* Regularly verify and maintain the safety, order, inclusivity, and accessibility of MSU Maccess’s space for all Service users/community members and volunteers.
* Ensure that MSU Maccess activities, services, and initiatives are accessible to students of all identities, lived experiences, and socioeconomic statuses.
* Work with the Maccess Director and Vice-President (Administration) to establish and enforce Service usage expectations and restrictions, as necessary.
* Work with the Maccess Director to resolve internal and external Service conflicts.
* Respond to emergency situations that occur within the MSU Maccess space or while volunteers were fulfilling Service-related duties (e.g., during an event, on the telephone, conducting peer support, facilitating drop-in space, etc.), where/however appropriate/possible.
* Submit any overtime requests and/or reports to the Vice-President (Administration) complete with a detailed explanation for the need of any time overages.

### Decisions/Actions (5%)

* Prioritize tasks/goals for the year in line with the short-term vision for MSU Maccess.
* Maintain the confidentiality of all individuals that interact with MSU Maccess (i.e., Service users/community members, volunteers, and executives).
* Work with the Maccess Director to book appropriate space on campus for meetings,activities**,** and events.
* Create, update, and share an hour log with the Vice-President (Administration) to ensure appropriate weekly work completion.
* Participate in a performance evaluation process set out by the Vice-President (Administration).
* Participate in and/or contribute to the completion of any miscellaneous administrative projects/duties (e.g., policy changes) as requested by the Vice-President (Administration).

### External Communications/Promotions (5%)

### Promote volunteer and executive hiring alongside the Maccess Director.

* Work with the Maccess Director to coordinate with external parties to invite educators/speakers/presenters for training purposes, where appropriate.
* Request that executives and volunteers promote and advertise Service activities, services, and initiatives.
* Assist the executive team in representing MSU Maccess to members of the McMaster community during various campus-wide events (e.g., Welcome Week, Student Service Fairs).
* Work with the Maccess Director and executive team to maintain accurate statistics on Service usage and engagement.

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| **Requirements & Expectations** |

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| **Qualifications** |

#### Certification(s)/Affiliation(s)

* Current McMaster Undergraduate student
* Current MSU member
* Mental health support credentials [e.g., SafeTalk, Applied Suicide Intervention Skills Training (ASIST), Mental Health First Aid, Wellness Recovery Action Planning (WRAP), Peer Support Accreditation, etc.] are an asset.

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| **Effort** |

#### Physical Effort

* Movement of event and/or session supplies may result in the need for lifting or pushing by the Maccess Director, Maccess Assistant Director, executives, or volunteers.

**Mental Effort**

* High degree of communication requirements may cause mental fatigue.
* Moderate-to-high level of mental effort required to address sensitive and confidential subject matters in a professional manner.

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| **Working Conditions** |

#### Job Pressure

* Duties to challenge dominant and/or oppressive views may result in high social pressures.
* Serial nature of events and fluctuations in time commitment demands throughout the term of employment may lead to high variability in stress levels.
* Often deeply personal connection to the community of Service users/community members may result in internalized occupational dissatisfaction.
* Service mandate and goals typically involve moderate-to-high-stakes consequences when left unmet.
* Expectations of maintaining a level-head in emergency situations may result in mental fatigue.

#### Work Environment

* High demand of team inquiries may require unique communication standards and/or practices to establish a clear work-life separation with peer personnel.
* Colleagues often exude a high degree of passion surrounding their work.
* MSU Maccess's space is held inside of the McMaster University Student Centre (MUSC).

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| **Training & Experience** |

#### Required

* Awareness and understanding of topics associated with the Service (e.g., intersectionality, critical disability theory, dis-/ableism, in-/accessibility, human rights, mentalism/saneism, disability history, human rights, intersecting oppression, invisible privilege, etc.).
* Awareness and understanding of the scope of the Service within the MSU, McMaster, and Greater Hamilton community.

#### Preferred

* Experience as a(n) teacher/trainer/educator in any capacity.
* Experience as a manager/supervisor/team leader.
* Experience acting as a member of a recruitment team and/or hiring board/committee.
* Experience as an event and/or conference planner/organizer/administrator.
* Experience as a volunteer/employee with MSU Services.
* Experience in dealing with sensitive subject matters that require anonymity and/or confidentiality.

#### Provided

* Microsoft Office 365 use and navigation.
* Recognizing, and responding to disclosures of, sexual and gender-based violence.
* Accessibility and disability inclusion.
* Anti-racism/anti-oppressive practices.
* Responding to disclosures of drug use and sexual activity with appropriate harm-reduction strategies.
* Peer-support best practices.
* Space and group facilitation best practices.
* 2STLGBQIA+ inclusivity.
* Eating disorder awareness and responding to disclosures of disordered eating.
* Hiring practices.
* Social media and marketing.

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| **Materials & Equipment** |

#### Workstation

* Service drop-in space.
* Private office and one-on-one support space.
* Personal computer.
* Full Microsoft Office 365 access.
* Meridian telephone system with voicemail, where appropriate.
* Limited free printer/photocopier access.