Job Description

Part-Time Manager

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

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| **Term of Employment:** | March 18 – April 1 (1 Year and 2 Weeks) |

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

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| **Supervisee(s):** | Maccess Assistant Director |

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| **Remuneration:** | TBD |

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| **Hours of Work:** | TBD |

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| **General Purpose & Scope** |

The **Maccess Director** shall oversee the operations of MSU Maccess, its executive, and the overall vision of/for the Service as it relates to the pursuit of its core mandates. The **Maccess Director** shall ensure that MSU Maccess operates within its budgetary resources, its Operating Policy, and all other policies of the MSU that pertain to its overall purpose and procedures. The **Maccess Director**, alongside the Directors of other Peer-Support Services, shall serve as pillars for student support throughout the McMaster community. As well, the **Maccess Director** functions as a critical source of insight 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 Director** shall strive to create a welcoming, inclusive, and safe(r) environment for Service users/community members, volunteers, and executives predicated within an Anti-Racist and Anti-Oppressive Framework. The **Maccess Director**’s primary responsibilities shall address the executive-level functioning of the Service, any collaborative efforts with community/university/MSU partners, and the operational direction for MSU Maccess.

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| **Duties & Responsibilities** |

### Supervision/Professional Development (20%)

* Act as the chair for all Service executive meetings.
* Delegate duties appropriately in pursuit of MSU Maccess’s annual vision.
* Maintain a comprehensive inventory of all Service materials and supplies.
* Ensure that MSU Maccess’s mandate is upheld by all its volunteers and executives.

### Support the executive team in completing their roles via goal development and regular check-ins.

* Work with the Maccess Assistant Director to provide appropriate accommodations to volunteers and executives, where possible.
* Provide and/or appropriately forward emotional support to 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.
* Plan, coordinate, and attend executive and volunteer appreciation events with the Maccess Assistant Director and executive team, where appropriate/possible.
* Coordinate executive on-call hours, with the Maccess Assistant Director, to provide support for volunteers.
* Work alongside the Maccess Assistant Director to coordinate and execute volunteer and executive hiring cycles for the Service.
* Work alongside the Maccess Assistant Director to develop (i.e., create, record, review, edit, caption), administer, and track training of the Service’s executive team.
* Work alongside the Maccess Assistant Director to administer training of the Service’s volunteer team.
* Work with the Maccess Assistant Director to establish and enforce guidelines and expectations for Service volunteers.
* Establish and enforce guidelines and expectations set out for Service executives.

### Budget/Finances/Materials (15%)

* Work with the Vice-President (Finance) to develop an annual budget plan and abide by the financial resources available to the Service.
* Regularly communicate with the Vice-President (Finance) on financial matters/inquiries.
* Work with executives and community stakeholders to obtain donations and sponsorships, where/however appropriate.
* Review all requests for expenditures related to the activities of MSU Maccess.
* Order all necessary supplies to provide access for Service users/community members to adequate inventory through MSU Maccess.
* Prepare Purchase Orders (POs) and Standing Orders as required.
* Maintain proper records of POs, expenditures, reimbursement requests, and incoming sponsorships/donations within the designated budget tracker.

### Internal Communications/Collaboration (10%)

* Communicate training details to all executives in a timely manner.
* Coordinate MSU contacts to help promote events with MSU Services, McMaster campus organizations, and the surrounding McMaster community.
* Participate in Part-Time Manager meetings and training sessions, as requested by the Vice-President (Administration).
* Prepare a detailed year plan, final report, and two to three (2–3) reports per term for submission and presentation to the Executive Board (EB).
* Serve on advisory councils and committees for the MSU and University, as requested/approved by the EB.
* Create, update, distribute, and explain a transition document for the incoming Maccess Director.
* Coordinate with volunteers and executives to communicate relevant information with Service users/community members, where and however appropriate.

### Innovation/Initiative (10%)

* Work with the Vice-President (Administration) to develop hiring processes for MSU Maccess's incoming executives.
* Work with the Maccess Assistant Director and executives to develop hiring processes for MSU Maccess's incoming volunteers.
* Create, coordinate, and launch activities (e.g., programming), services (e.g., workshops, community groups), and/or initiatives (e.g., campaigns) to advance MSU Maccess’s mandates.
* Establish the short-term vision for MSU Maccess in collaboration with key stakeholders [e.g., the Outgoing Maccess Director, the Vice-President (Administration), etc.] to reflect community needs and MSU Maccess’s core values.
* Regularly review and refine previous activities, services, and/or initiatives to ensure continued growth/development of the Service.
* Work with the Maccess Assistant Director to coordinate and integrate relevant technological services and platforms used to facilitate service delivery, as necessary.
* Regularly collect feedback from Service users/community members, volunteers, and executives to gauge the efficacy of MSU Maccess.

### Judgement/Thinking (15%)

* 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, executives, and volunteers.
* Research and compare the prices of inventory purchases.
* Review all relevant policies and documents pertaining to the Service at least once annually to ensure accurate representation of current practices and both Service efficiency and growth.
* Respond to emergency situations that occur within the MSU Maccess space or while volunteers or executives 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.
* Work with the Maccess Assistant Director and Vice-President (Administration) to establish and enforce Service usage expectations and restrictions, as necessary.
* Work with the Vice-President (Administration) and the MSU’s Human Resources to resolve internal and external Service-related conflicts, where necessary.
* Attend regular meetings with the Vice-President (Administration) to discuss Service goals, challenges, successes, and areas for support.
* Submit any overtime requests and/or reports to the Vice-President (Administration) complete with a detailed explanation for the need of any time overages.
* Research, schedule, and implement accessibility supports upon request (e.g., live captioning, ASL interpretation, alternative document formats, etc.).
* Advise and assist MSU staff members with matters relating to student accessibility practices, where appropriate.

### Decisions/Actions (10%)

* Maintain the confidentiality of all individuals that interact with MSU Maccess (i.e., Service users/community members, volunteers, and executives).
* Assist the Maccess Assistant Director with booking appropriate space on campus for meetings,activities**,** and events.
* Prioritize tasks/goals for the year in line with the short-term vision for MSU Maccess.
* Submit itineraries and risk assessments through Environmental & Occupational Health Support Services (EOHSS) forms prior to all Service events and meetings.
* Create, update, and share an hour log with the Vice-President (Administration) to ensure appropriate weekly work completion.
* Participate in a performance evaluation process as 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 (20%)

* Work with the Maccess Assistant Director to coordinate with external parties to invite educators/speakers/presenters for training purposes, where appropriate.

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

* Work with the appropriate MSU departments to promote MSU Maccess on campus.
* 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).
* Request that executives and volunteers promote and advertise Service activities, services, and initiatives.
* Ensure the accurate and appropriate reflection of MSU Maccess on all active promotional platforms, including their use of accessibility best practices (e.g., colour contrast, font type and size, image descriptions, alternative text, etc.).
* Work with the Maccess Assistant Director and executive team to maintain accurate statistics on Service usage and engagement.
* Respond to general inquiries that are received via telephone, voicemail, social media accounts, or to the general MSU Maccess email account.
* Interact with relevant companies, non-profit/community organizations, and independent actors to host initiatives and ensure that standing cooperative events continue, where appropriate.
* Attend, host, and/or present at relevant events and/or workshops to develop the capacity of MSU Maccess, upon prior approval or request from EB.
* Promote external activities, services, and initiatives relevant to MSU Maccess’s mandate, where appropriate.
* Correspond, consult, and collaborate with relevant services at McMaster University, at other universities, and in the community at-large whose mandates specifically pertain to accessibility.

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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 degree of mental effort required to exercise judgment in disciplinary situations alongside the Vice-President (Administration) and the MSU’s Human Resources.
* 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

* Financial pressure may result from budgetary decisions/limitations required for the Service to operate.
* Duties to challenge dominant and/or oppressive views may result in high social pressures.
* Duties to establish and maintain professional connections on and off campus 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.
* Service mandate and goals typically involve moderate-to-high-stakes consequences when left unmet.
* Often deeply personal connection to the community of Service users/community members may result in internalized occupational dissatisfaction.
* Frequent consultations with various parties may require occupationally or morally difficult compromises.
* 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 historical context associated with the Service (e.g., Disability Justice movement/framework, Disability & Mad Studies, etc.).
* Awareness and understanding of the scope of the Service within the MSU, McMaster, and Greater Hamilton community.
* Experience as a manager/supervisor/team leader.
* Experience as a volunteer/employee with any MSU Services.

#### Preferred

* Experience as a volunteer/employee/Service user with MSU Maccess.
* Experience with peer support.
* Experience with identity-based communities.
* Experience as a(n) teacher/trainer/educator in any capacity.
* Experience as an event and/or conference planner/organizer/administrator.
* Experience as a committee/council chair.
* Experience in dealing with sensitive subject matters that require anonymity and/or confidentiality.
* Experience with budgeting and financial accountability.

#### 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.