Job Description

Part-Time Manager

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| **Position Title:** | Pride Community Centre (PCC) 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 **PCC Assistant Director** shall be responsible for the coordination of MSU PCC’s volunteer team in the execution of one of the MSU’s Peer-Support Service’s programs. The **PCC Assistant Director**, alongside the PCC Director, shall serve as a pillar for student aid throughout the McMaster community that focuses on gender identity, sexuality, and issues prevalent in the 2STLGBQIA+ community—and relevant resources for MSU students—through the creation and delivery of programming, events, and campaigns. The **PCC Assistant Director** will assist the PCC 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 **PCC 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 **PCC 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 PCC’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 PCC 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 PCC.
* Provide and/or appropriately forward emotional support to volunteers, where appropriate.
* Plan, coordinate, and attend executive and volunteer appreciation events with the PCC Director and executive team, where appropriate/possible.
* Coordinate executive on-call hours, with the PCC Director, to provide support for volunteers.
* Work alongside the PCC Director to coordinate and execute volunteer and executive hiring cycles for the Service.
* Work alongside the PCC Director to administer training of the Service’s executive team.
* Work alongside the PCC Director and executives to administer training of the Service’s volunteer team.
* Work with the PCC Director to establish and enforce guidelines and expectations for Service volunteers.
* Support the executive team in the PCC Director’s absence.

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

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

### Internal Communications/Collaboration (25%)

* Coordinate with volunteers and executives to communicate relevant information with Service users/community members, where and however appropriate.
* Communicate training details to all volunteers in a timely manner.
* Relay executive on-call and volunteer shift schedules to all volunteers, executives, and the PCC 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 PCC Director in the creation of EB reports specifically as it relates to the operations of volunteers under the PCC Assistant Director’s supervision.

### Innovation/Initiative (10%)

* Work with the PCC Director and executives to develop hiring processes for MSU PCC's incoming volunteers.
* Work with the PCC Director to coordinate and integrate relevant technological services and platforms used to facilitate service delivery, as necessary.
* Work alongside the PCC Director to develop (i.e., create, record, review, edit, caption) 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 PCC Assistant Director.
* Regularly collect feedback from Service users/community members and volunteers to gauge the efficacy of MSU PCC.

### Judgement/Thinking (20%)

* Regularly verify and maintain the safety, order, inclusivity, and accessibility of MSU PCC’s space for all Service users/community members and volunteers.
* Work towards the creation of MSU PCC activities, services, and initiatives that are accessible to students of all identities, lived experiences, and socioeconomic statuses.
* Work with the PCC Director and Vice-President (Administration) to establish and enforce Service usage expectations and restrictions, as necessary.
* Work with the PCC Director to resolve internal and external Service conflicts.
* Respond to emergency situations that occur within the MSU PCC 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 PCC.
* Maintain the confidentiality of all individuals that interact with MSU PCC (i.e., Service users/community members, volunteers, and executives).
* Work with the PCC 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 PCC Director.

* Work with the PCC 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 PCC to members of the McMaster community during various campus-wide events (e.g., Welcome Week, Student Service Fairs).
* Work with the PCC 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 PCC Director, PCC 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 PCC’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., homo/bi/transphobia; queer and trans\* identities; asexuality; polyamory/nonmonogamy, religion in the 2STLGBQIA+ community; rac-/sex/ableism; human rights in the Queer community; the Queer community as a marginalized group; coming out issues; hetero/cissexism; heteronormativity and youth specific Queer issues; intersecting oppressions; invisible privilege, etc.).
* Awareness and understanding of the scope of the Service within the MSU, McMaster, and Greater Hamilton community.
* Awareness and understanding of related Queer resources on campus and in the larger 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 leader in a mentorship and/or leadership program.
* 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