Job Description

Part-Time Manager

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| **Position Title:** | Student Health Education Centre (SHEC) 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 **SHEC Assistant Director** shall be responsible for the coordination of MSU SHEC’s volunteer team in the execution of one of the MSU’s Peer-Support Service’s programs. The **SHEC Assistant Director**, alongside the SHEC Director, shall serve as a pillar for student support throughout the McMaster community that focuses on mental and physical health and wellness—and relevant resources for MSU students—through the creation and delivery of programming, events, and campaigns. The **SHEC Assistant Director** will assist the SHEC 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 **SHEC Assistant Director** shall strive to create a welcoming, inclusive, accessible, and safe(r) environment for Service users/community members and volunteers within an Anti-Racist and Anti-Oppressive Framework. The **SHEC 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 SHEC’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 SHEC Director to regularly update and catalogue a comprehensive inventory of all Service materials and supplies.
* Work with the SHEC 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 SHEC.
* Provide and/or appropriately forward emotional support to volunteers, where appropriate.
* Plan, coordinate, and attend executive and volunteer appreciation events with the SHEC Director and executive team, where appropriate/possible.
* Coordinate executive on-call hours, with the SHEC Director, to provide support for volunteers.
* Work alongside the SHEC Director to coordinate and execute volunteer and executive hiring cycles for the Service.
* Work alongside the SHEC Director to administer training of the Service’s executive team.
* Work alongside the SHEC Director and executive team members to administer training of the Service’s volunteer team.
* Work with the SHEC Director to establish and enforce guidelines and expectations for Service volunteers.
* Support the executive team in the SHEC Director’s absence.

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

* Work with the Vice-President (Finance) to develop an annual budget plan and abide by the financial resources available to the Service, in collaboration with the SHEC Director.
* Work with the SHEC Director to ensure volunteer appreciation/recognition and training expense budgets align with those of the Service.
* Prepare Purchase Orders (POs) and Standing Orders, where necessary, as requested/approved by the SHEC Director and Vice-President (Finance).
* Work with the SHEC Director throughout expenditure processes to ensure proper procedures and allocations occur, where appropriate.
* Retain financial information to receive MSU reimbursements vicariously from the SHEC 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 SHEC 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 SHEC Director in the creation of EB reports specifically as it relates to the operations of volunteers under the SHEC Assistant Director’s supervision.

### Innovation/Initiative (10%)

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

### Judgement/Thinking (20%)

* Work towards the creation of MSU SHEC 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 SHEC’s space for all Service users/community members and volunteers.
* Work with the SHEC Director and Vice-President (Administration) to establish and enforce Service usage expectations and restrictions, as necessary.
* Work with the SHEC Director to resolve internal and external Service conflicts.
* Respond to emergency situations that occur within the MSU SHEC 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 SHEC.
* Maintain the confidentiality of all individuals that interact with MSU SHEC (i.e., Service users/community members, volunteers, and executives).
* Work with the SHEC 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 SHEC Director.

* Work with the SHEC 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 SHEC to members of the McMaster community during various campus-wide events (e.g., Welcome Week, Student Service Fairs).
* Work with the SHEC 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 SHEC Director, SHEC 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 SHEC’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., inequities and systemic barriers, wellness management and coping tools, person-centric care, peer support, harm reduction, 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 in dealing with sensitive subject matters that require anonymity and/or confidentiality.
* Experience as a volunteer/employee with MSU Services.

#### 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 with Service printer available where appropriate.