Job Description

Part-Time Staff

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| **Position Title:** | Spark Assistant Director |

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| **Term of Employment:** | April 1 – March 31 |

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| **Supervisor(s):** | Executive Board through Spark Director |

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| **Remuneration:** | C2 |

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| **Hours of Work:** | 6-8 hours per week |

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| **General Purpose & Scope** |

The **Spark Assistant Director** will be responsible for the coordination of MSU Spark’s volunteer team in the execution of the MSU’s first-year transition support program. The **Spark Assistant Director** will coordinate a team of like-minded students to facilitate a successful transition to university for first-year McMaster students that focuses on education, resiliency, and overall personal development throughout the course of the year. The **Spark Assistant Director** will assist the Spark Director in the recruitment and hiring of all executive and volunteer members, as well as coordination, training, and recognition of all volunteers within the Service. While an assistant with the formation of summer programming for MSU Spark, the **Spark Assistant Director** largely serves to address the internal growth needs of the Service.

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| **Duties & Responsibilities** |

### Supervision/Professional Development (30%)

* Ensure that MSU Spark’s mandate is upheld by all its volunteers.
* Support the volunteer team in completing their roles via goal development and regular check-ins.
* Work with the Spark Director to provide appropriate accommodations to volunteers and executives, where possible.
* Plan, coordinate, and attend executive and volunteer appreciation events with the Spark Director and executive team, where appropriate/possible.
* Work alongside the Spark Director to coordinate and execute volunteer and executive hiring cycles for the Service.
* Work alongside the Spark Director to administer training of the Service’s executive team.
* Work with the Spark Director to establish and enforce guidelines and expectations for Service volunteers.
* Work with the Spark Director and executive team to execute summer programming for incoming first-year students**.**
* Support the executive team in the Spark Director’s absence.
* Address and/or appropriately forward all questions or requests (e.g., reference letters) from Service users, executives, or members of MSU Spark.
* Work alongside the Spark Director and executives to administer training of the Service’s volunteer team.

### Budget/Finances/Materials (10%)

* Work with the Spark Director to ensure volunteer appreciation/recognition and training expense budgets align with those of the Service.
* Retain financial information to receive MSU reimbursements through the Spark Director, where appropriate.

### Internal Communications/Collaboration (10%)

* Communicate training details to all volunteers in a timely manner.
* Coordinate with volunteers and executives to communicate relevant information with Service users, where and however appropriate.
* Participate in executive meetings, as scheduled, to provide regular updates to the executive team.
* Participate in Part-Time Manager meetings and training sessions, as requested by the Vice-President (Administration).
* Create, update, distribute, and explain a transition document for the incoming Spark Assistant Director.
* Regularly collect feedback from volunteers to gauge the efficacy of MSU Spark.
* Assist the Spark Director in the creation of EB reports specifically as it relates to the operations of volunteers under the Spark Assistant Director’s supervision.

### Innovation/Initiative (15 %)

### Work with the Spark Director to plan and oversee the execution of summer programming for incoming first-year students.

* Work with the Spark Director to coordinate and integrate relevant technological services and platforms used to facilitate service delivery, as necessary.
* Work with the Spark Director and executives to develop hiring processes for MSU Spark's incoming volunteers.
* Work alongside the Spark 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.
* Help in the design and implementation of ongoing training and development for members of the Service.

### Judgement/Thinking (10%)

* Work towards the creation of MSU Spark 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 Spark’s programming for all Service users and volunteers.
* Work with the Spark Director and Vice-President (Administration) to establish and enforce Service usage expectations and restrictions, as necessary.
* Respond to emergency situations that occur within the MSU Spark 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.
* Work with the Spark Director to resolve internal and external Service conflicts.

### Work with the Spark Director and executive team to schedule optimal times for session groups to meet.

* Submit any overtime requests and/or reports to the Vice-President (Administration) complete with a detailed explanation for the need of any overages.

### Decisions/Actions (15%)

* Maintain the confidentiality of all individuals that interact with MSU Spark (i.e., Service users, volunteers, and executives).

### Organize, coordinate, and monitor all logistics related to session groups.

* Assist the Spark Director with booking appropriate space/appointments for meetings, activities, and events.
* Prioritize tasks/goals for the year in line with the short-term vision for MSU Spark.
* 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 (10 %)

### Recruit executives and volunteers with the Spark Director.

### Request that executives and volunteers promote and advertise Service activities, services, and initiatives.

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

* Assist the executive team in representing MSU Spark to members of the McMaster community during various campus-wide events (e.g., Welcome Week, Student Service Fairs).
* Promote MSU Spark to members of the McMaster community during events and campaigns, where appropriate.
* Work with the Spark 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)

* Current McMaster Undergraduate student
* Current MSU member

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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 Spark Director, Spark Assistant Director, executives, or volunteers.

**Mental Effort**

* High degree of communication requirements may cause mental fatigue.
* Multi-dimensional interpersonal demands may require creative solutions to balance the interests of multiple colleagues and peers.

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| **Working Conditions** |

#### Job Pressure

* Periods of increased coordination/communication among volunteers may result in high levels of stress.
* 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 may result in internalized occupational dissatisfaction.
* Service mandate and goals typically involve low-stakes consequences when left unmet.

#### 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.
* Frequent changes in working environment due to the variability in group sizes needed for events versus sessions.
* Workspaces often require distinct booking procedures before the Service (including the Spark Director) may use them.
* Colleagues often exude a high degree of passion surrounding their work.

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| **Training & Experience** |

#### Required

* Awareness and understanding of topics associated with the Service (e.g., first-year transition, needs of first-year students, available academic/health/leadership resources on and off campus, etc.).
* Awareness and understanding of the scope of the Service within the MSU, McMaster, and Greater Hamilton community.
* Experience as a leader in a mentorship and/or leadership program.

#### Preferred

* Experience as a manager/supervisor/leader for a team.
* Experience as a(n) teacher/trainer/educator in any capacity.
* Experience as a volunteer/employee with any MSU Service.
* Experience as an event and/or conference planner/organizer/administrator.

#### 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

* Shared working space within the MSU Committee Room.
* Personal computer.
* Full Microsoft Office 365 access.
* Limited free printer/photocopier access