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| . | MemoFrom the office of the…Vice-President (Administration) |
| To: | Executive Board |
| From: | Christina Devarapalli, Vice-President (Administration) |
| Subject: | Amend Operating Policy – SHEC |
| Date: | June 19th, 2021 |

Dear Executive Board,

I am writing this memo on behalf of the SHEC Director and Assistant Director to request to you that the following changes be made to the SHEC Operating Policy. This past year, the peer-support services have undergone changes and overhaul in some way or another, whether this be in service structure, job descriptions, streamlining their vision, etc. to match ever-changing student, part-time staff, and volunteer needs. This process is relevant now more than ever as we hope to see increased service engagement this year in multiple modalities, and as such these changes are vital to the well-being and functioning of SHEC within its staff and the impact it has on students.

The Assistant Director position was a new addition coming into this year to help support the Director and Executive Team, as historically, many staff had become overworked and burdened quickly. The Operating Policy had recently been changed to include two Training and Development Coordinators, a new role which would oversee and implement training and materials, rather than two Volunteer Coordinators. However, when assessing service needs for SHEC this year through meetings and the Service Report, it was found that a large burden of work was placed on the executive team to successfully carry out training for all volunteers, of which there is a projected 60 to be hired this year. To ensure adequate training is organized and completed within an allotted timeframe and increased individualized support for volunteers who are at the front of the service, the proposed SHEC structure would include two Training and Development Coordinators and two Volunteer Coordinators, both volunteer roles.

The proposed changes are outlined below:

#### Purpose

Section 1: Minor changes to the use of language and phrasing were made to align to increase clarity and consistency with other policies. Sections regarding the elaboration of the four major strategic priorities were pasted from the Operating Parameters Section, and minor language changes were made to increase clarity, flow, and consistency.

#### Operating Parameters

Section 1: Sections regarding the elaboration of the four major strategic priorities were omitted from the Operating Parameters Section and pasted into the Purpose Section to reduce redundancy and improve cohesiveness, and minor language changes were made to increase clarity, flow, and consistency.

#### Personnel Structure

Section 1 – Director Responsibilities: Updated with clarified language and flow of information reflective of the Director Job Description.

Section 2 – Assistant Director Responsibilities: Updated with clarified language and flow of information reflective of the Assistant Director Job Description including overview of the new structure.

Section 3: Addition of Section regarding the Volunteer Coordinator role and responsibilities. The role underwent minor changes to increase the role’s suitability for the service.

Please let me know if you have any questions or concerns prior to the meeting.

Kind regards,



**Christina Devarapalli**

Vice-President (Administration) & Chief Administrative Officer

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