**Memo**

**Executive Position JD Changes and Updates: VC, T&D, RAE, EOE**

**From:**

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Dear Executive Board,

We are writing to present the changed Job Descriptions for MSU SHEC in response to recent structural changes to the service structure. MSU SHEC—as a service with a large volunteer base and breadth of functions within the larger campus community—has always required a great deal of general, administrative work on Executives’ ends, whether that be being on-call, filling in shifts, hiring volunteers, preparing training, attending events, etc. Expanding the executive team allows for a greater number and diversity of perspectives in leadership roles, which I think is especially important for a non-denominational service like our own.

**Volunteer Coordinator(s) And Training And Development Coordinator(s)**

MSU SHEC has introduced an additional new role to the executive team, “*Training & Development Coordinators*”. Because the SHEC Operating Policy is so broad, volunteers are required to complete approximately 30+ hours of mandatory training each year. However, our executive teams have struggled for many years to create and facilitate this training within the necessary deadlines and allotted time. Thus, moving forward our team will require *two* executives whose role is entirely dedicated to creating and delivering this specialized training content.

Nevertheless, we will still need two *Volunteer Coordinators* to continue supporting our large team of peer support volunteers (n ≈ 60) and the consistent provision of our many *anonymous* services. Any duties related to training will be passed along these new executives and, from now on, the Volunteer Coordinators will focus on ensuring volunteers have a positive experience with SHEC and have adequate support available when/if burn out begins to set in.

**Volunteer Coordinator(s): JD Updates**

* **Position title**: Pluralized the position title to “Volunteer Coordinator**s**” to indicate that there are at least 2 of such positions available moving forward (implemented starting this year).
* **Hours of work**: Hours of work have long exceeded what is stated in the current JD; hence the introduction of a second Coordinator. Now that there are two students in the position, the time demands are lower, requiring 4-6 hours per week for each of them. These hours also vary greatly throughout each semester depending on how often peer support volunteers miss their shifts.
* **General scope of duties:**
  + Pluralization of the position title and indication of the number of positions available
  + The two *Training & Development Coordinators* will act as the leads on all future learning initiatives within SHEC. Volunteer Coordinators will consult with these new executives based on anecdotal information gathered from the volunteers (i.e. if there are higher than average requests for pregnancy testing, alternate to police intervention, handling triggering disclosures, etc.).
  + The duty to organize during Welcome Week was removed, as this responsibility should primarily be shouldered by the Events & Outreach Co-Executives.
* **Administrative Function:** 
  + Scheduling does not always occur during training (in fact it should occur beforehand for ease of transition). Moreover, we have moved to assigning peer support shifts based on availability and preference so that volunteers are no longer picking their shifts based on a lottery system. It was not an accessible process.
  + We no longer track committee/pod points as volunteers were never motivated by them, they weren’t tracked properly, and we do not have the budget to provide prizes to the winning pod.
* **Communications Function:** 
  + The two most important and essential roles that Volunteer Coordinators serve is to be a source of emotional support to our volunteer team and to assist in shift swaps to ensure that the Centre isn’t forced to close down unexpectedly.
  + Volunteer Coordinators are often required to approve shift swaps as there must be at least one non-male identifying volunteer on-shift at any given time and most of our volunteers have (confidentially) disclosed a need for some level of accommodation. When volunteers swap shifts without approval or proper communication, our ability to maintain a “safe(r) space” for both visitors and volunteers is impaired.
  + Volunteer coordinators for arranging all volunteer engagement and retention initiatives as well as volunteer appreciation initiatives. More specifically, these roles will facilitate 3-4 social events for the entire volunteer team to increase a sense of connectedness and community. As well as assist in the annual selection of thank you gifts, seasonal gifts and branded items.
* **Financial and Budgeting Function:** The two *Training & Development Coordinators* will act as the leads on all future learning initiatives within SHEC. These executives will help the PTM allocate the funds from the Training Expenses budget line.
* **Other:** 
  + Emphasis that executives are to serve as leaders of the SHEC Community, particularly in their duties as go-to support persons for other volunteers.
  + Repeat information was removed.
  + These general volunteer shifts have not been fulfilled regularly in the past by many members of the executive team. We would rather they focus their time and attention during executive on-call (EOC) shifts where they will be available to provide immediate debriefs to volunteers or take over their peer support session, if needed!

**Training And Development Coordinator(s): JD Updates**

* **Position title**: “Training And Development Coordinators” indicating that there are at least 2 of such positions available (implemented starting this year).
* **Hours of work**: Requires 5-8 hours per week for each of them.
* **General scope of duties:**
  + The Training And Development Coordinators will be reporting directly to the Assistant Director.
  + These executives will be working closely in assisting the Assistant Director as well as other executives on relevant training material and assignments.
* **Administrative Function:** 
  + No major changes to the original proposed JD.
* **Communications Function:** 
  + No major changes to the original proposed JD.
  + Training and development executives will be responsible for organizing logistical aspects of all synchronous and asynchronous training material. This includes ensuring that all released material is accessible (e.g., captions and alternative text provided)
* **Financial and Budgeting Function:** The two *Training & Development Coordinators* will act as the leads on all future learning initiatives within SHEC. These executives will help the PTM allocate the funds from the Training Expenses budget line.
* **Other:** 
  + Emphasis that executives are to serve as leaders of the SHEC Community, particularly in their duties as go-to support persons for other volunteers.

**Resource And Advocacy Co-Executive(s) And Events And Outreach Co-Executive(s)**

MSU SHEC had updated its Operating Policy to reflect the changes made to these committee executive roles earlier on in the summer; however, these job descriptions were never followed up on. Here we will present to you the major changes that were made to these roles and reasoning behind these edits.

**Resources And Advocacy Co-Executive(s): JD Updates**

* **Position title**: Changed from Research and Advocacy Coordinators to Resources and Advocacy Co-Executives as this role includes a heavy emphasis on identifying and continuously updating resources that the service utilizes in peer support settings and those included in materials for the community.
* **Hours of work**: Changed from 10 hours per week to 5-7 hours per week due to input from previous Co-Executives and given that until two years ago, this role was filled by only one person.
* **General scope of duties:** No major changes beyond changes to terminology of position titles (e.g., SHEC Director, Assistant Director, and changes outlined above).

**Events And Outreach Co-Executive(s): JD Updates**

* **Position title**: Changed from Events and Programming Coordinators to Events and Outreach Co-Executives as this role includes a heavy emphasis on outreach in addition to and for the purpose of creating meaningful events to engage the McMaster community on issues pertaining to student health (e.g., inviting guest speakers, collaborating with community partners, etc).
* **Hours of work**: Changed from 10 hours per week to 4-6 hours per week due to input from previous Co-Executives and given that until two years ago, this role was filled by only one person.
* **General scope of duties:** Major changes include the addition of a Supervisory Function subsection, removal of Planning Function, and the addition of specific tasks under other subsections.
  + **Individual task additions:** These additional duties include items such as“Research and compare the prices of necessary purchases when planning any initiative (i.e. snacks, décor, supplies, prizes, thank you gifts for partners, etc.)”, “Provide the Coordinator with all event logistics ahead of time so they can fill out the EOHSS form”, and “Create a debrief document to analyze the successes of any given initiative and how it can be improved upon in the future”. These items were created as a result of feedback from previous Co-Executives as well as previous SHEC PTMs.
  + **Planning Function:** This subsection was removed and tasks were transferred to the Communications Function
  + **Supervisory Function:** This subsection was previously integrated into the Administrative Function subsection, but was made separate to acknowledge the considerable amount of both Supervisory and Administrative duties associated with this role. Both functions were also increased in percentage of major duties and responsibilities of the role.
  + **Other Function:** The Other Function subsection contribution to the major duties and responsibilities of the role was reduced from 10% to 5%.
* **Additional Changes:**
  + The inclusion of items such as “Understanding of service when considering volunteer and health organizations for potential collaboration” and “Awareness and understanding of topics associated with SHEC (i.e. inequities and systemic barriers, wellness management and coping tools, person-centric care, peer support, Harm Reduction, etc.)” in the Knowledge, Skills, and Abilities section
  + The inclusion of “Some availability in summer months is preferred to execute SHEC’s involvement in Welcome Week” due to the involvement of Events and Outreach Co-Executives in Welcome Week programming for SHEC.