



JOB DESCRIPTION

Volunteer

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| Position Title: | Student Walk Home Attendant Team (SWHAT) Volunteer Logistics Executive |
| Term of Office: | September 1 – April 30 |
| Supervisor: | SWHAT Coordinator |
| Remuneration: | Volunteer |
| Hours of Work: | 8-10 hours per week (minimum); Minimum five shifts per month |

General Scope of Duties

The SWHAT Volunteer Logistics Executive is responsible for scheduling all male and female SWHAT Walkers, ensuring that all SWHAT Walker shifts are filled for the nightly operations of SWHAT. The person in this role is also responsible for addressing issues pertaining to the volunteer base, focusing on the walkers, and be aware of which volunteers are contravening disciplinary policy, in addition to general SWHAT Executive member duties.

Members of the SWHAT Executive team must comply with all duties applicable to SWHAT Walkers and SWHAT Dispatchers.

Major Duties and Responsibilities

| Category | Percent | Specifics |
|-----------------------------------|---------|--|
| Operations & Supervisory Function | 45% | <ul style="list-style-type: none"> ▪ Open SWHAT office and remain in the office until the end of shift. Minimum of 5 shifts per month (shifts are 7PM-1AM) ▪ Ensure that all walker and dispatcher procedures are enforced and practiced ▪ Able to function as a walker or dispatcher in the case that one is not present ▪ Manage walker volunteer base, and address issues as they arise ▪ Assist the SWHAT Coordinator with the selection of walkers ▪ Assist the SWHAT Internal Affairs Executive with recruiting and training of the walkers ▪ Assist the SWHAT Dispatch Operations Executive with training of the dispatchers ▪ Work with the SWHAT Executive team in monitoring walk count, and updating walk counter in the office |
| Communications Function | 10% | <ul style="list-style-type: none"> ▪ Check-in weekly with the SWHAT Coordinator to discuss current projects and issues |

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| | | <ul style="list-style-type: none"> ▪ Attend bi-monthly SWHAT Executive team meetings to discuss current projects and issues ▪ Communicate with the SWHAT Executive team while making decisions for the service, through meetings, email, and other forms of communication deemed appropriate ▪ Monitor the SWHAT Volunteer Logistics email and answer any inquiries ▪ Participate in mid-year evaluation process set out by the MSU Vice-President Administration ▪ Participate in transition with the outgoing SWHAT Volunteer Logistics Executive and provide transition for the incoming SWHAT Volunteer Logistics Executive |
| Advertising & Promotions Function | 5% | <ul style="list-style-type: none"> ▪ Assist with promotions prior to and during Welcome Week, including but not limited to Welcome Day, Clubsfest, SOCS Olympics, and MacQuest ▪ Assist with promoting SWHAT and SWHAT initiatives to the McMaster community throughout the year |
| Other | 15% | <ul style="list-style-type: none"> ▪ Send out schedule availability files (at least two weeks prior to the beginning of the month, and have the SWHAT Walkers submit completed files by the 23rd of the month), assign walkers to shifts, and distribute the master schedule ▪ Work with the SWHAT Coordinator and the SWHAT Dispatch Operations Executive to have the SWHAT monthly master schedule be available by the 28th of the preceding month ▪ Send out reminders to the walkers regarding handing in schedule availability ▪ Send out reminders of scheduled shifts for the walkers and dispatchers ▪ Contact walkers who have missed shifts ▪ Monitor and contact walkers who have switched shifts and modify the master schedule to reflect changes |

Knowledge, Skills and Abilities

- Knowledge of the philosophies and fundamentals of SWHAT operations
- Organization and time management skills
- Skills to work independently, skills to motivate, and manage others
- Written and oral communication skills
- Creativity and enthusiasm
- Teamwork
- Initiative required to see tasks through to completion
- Competency with excel and other organizational programs

Effort & Responsibility

- Responsible for scheduling SWHAT Walker volunteer base, consisting of 60 or more walkers
- Exercise judgment in unexpected or emergency situations when on shift
- Exercise judgment in volunteer discipline
- The summer is important for setting up the service to run effectively for the year. September is very

busy with recruiting, interviewing, and training volunteers.

- Responsible for maintaining an appropriate and positive image of the MSU

Working Conditions

- Late evenings
- Working conditions vary
- Duties can be performed in the SWHAT office, on shift, and outside of normal hours
- Time demands may exceed stated hours of work

Training and Experience

- Previous experience in SWHAT in any capacity
- Participation in SWHAT Executive transition meeting, transition with previous SWHAT Volunteer Logistics Executive required
- Participation in SWHAT Executive training
- Working knowledge of Word, Excel, Google Drive, and email an asset

Equipment

- Telephone and voicemail box
- Radio
- Personal computer in SWHAT office