



MEMO

From the office of the...
SWHAT Coordinator

TO: Members of the Executive Board
FROM: Vithuyan Sugumar
SUBJECT: Changes to the Dispatcher Job Description
DATE: June 22 2022

Dear Executive Board,

I am writing today to request two changes to the SWHAT Dispatcher Job Description. If approved, this will change the dispatcher role to require three to six hours per week instead of four hours per week. Furthermore, it will no longer require previous SWHAT experience in order to be a dispatcher. While these are relatively small changes, they are necessary changes that must be made in order to reflect SWHAT's current operations and increase Dispatcher applications.

Prior to the pandemic, SWHAT implemented a system where dispatchers would have ~6 three hour shifts per month, instead of the previous 3-4 six hour shifts per month. This made the role much more manageable for the dispatchers. This is something I am planning on continuing this year. Thus, it is necessary that these changes are reflected in the hours of work section of the JD.

In recent years, the dispatcher role has not required previous SWHAT experience. In my opinion, I also believe previous SWHAT experience is not necessary for this role, as all dispatchers receive both the general volunteer training conducted by the SWHAT Coordinator, and the dispatcher-specific training conducted by the Dispatch Executive. As a result, keeping this in the job description would be both outdated and unnecessary. SWHAT is a service that is aiming to reestablish itself after being out of service for so long, and so I do not want to prevent people from applying for the position due to a belief that they are not qualified enough.

I am hoping that these two changes to the job descriptions can be approved. In the meantime, I am more than willing to answer any questions about this request.

Best,
Vithuyan Sugumar
SWHAT Coordinator
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