



University Students' Council – Position Description

Position Title:	Student Appeals Support Coordinator
Supervisor:	Vice-President University Affairs
Remuneration:	Honoraria \$1000 (\$500 per semester)
Hours of Work:	5-7 hours per week. 10-15 hours during peak time
Term:	June 1 st – April 30 th

OVERVIEW:

The Student Appeals Support Centre (SASC) exists to enhance and help deliver a better education experience by providing confidential assistance and representation for undergraduate students facing an academic conflict with the university.

DUTIES AND RESPONSIBILITIES:

- Responsible for the recruitment and selection of volunteers to operate the Student Appeals Support Centre.
- Manage and support the Student Appeals Support Centre's volunteers. The SASC Coordinator will establish a working relationship with volunteers to allow for their development and success in their role.
- Organize mandatory training sessions for volunteers and develop training content to include relevant academic policies, university policies, the Student Code of Conduct and various appeals processes at the university.
- Maintain a high-level of confidentiality and performance level in the Centre.
- Maintain a minimum number of on-call hours with students, which will be set each year based on the anticipated case load and number of SASC volunteers. The Coordinator must be available to give confidential advice, be direct representation of the Centre or provide referrals to other services which are deemed appropriate.
- Adhere to USC bylaws, policies and procedures.
- Complete an interim report at the end of the fall academic term (December) and a final report at the end of the winter academic term (April) in compliance with the USC's Final Reports Procedure.

QUALIFICATIONS:

- All Coordinators must be an undergraduate student as defined by Western University during the school year they are in the Coordinator role.
- A Coordinator cannot be a USC Councillor during their term as a Coordinator.

KNOWLEDGE, SKILLS and ABILITIES:

- **Interpersonal Communication:** The SASC Coordinator position requires strong interpersonal communication skills, given the need to work concurrently with a number of Centre stakeholders. Able to provide constructive feedback to volunteers and communicate expectations effectively through written and oral mediums.
- **Project Management:** The SASC Coordinator will act as project manager for all the projects incumbent upon the Student Appeals Support Centre to accomplish. Strong organizational and time management skills are paramount to the success of these projects. The SASC Coordinator should be flexible, able to critically assess and troubleshoot problems and demonstrate effective problem solving in the role.
- **Group Facilitation:** In leading the Student Appeals Support Centre volunteers, the SASC Coordinator should have effective group facilitation skills to ensure a positive and productive experience for all members. Willing to utilize a diverse range of team member skills, recognizes how team members can serve to complement one another. Able to effectively facilitate team decision-making processes, especially when navigating collaborative creativity among team members. Fosters team culture that supports consensus building and the development of its members.

TRAINING:

- The Student Appeals Support Coordinator will be required to attend all USC-mandated training sessions for Coordinators, as determined by the Vice-President University Affairs and the USC Human Resources Department.
- The Student Appeals Support Coordinator will be expected to attend a mandatory Health and Safety training seminar conducted at the beginning of their term.