



University Students' Council of the University of Western Ontario
Position Description
ETHNOCULTURAL SUPPORT SERVICE COORDINATOR

EFFECTIVE: February 20, 2015

AUTHORITY: Executive

RATIFIED BY: Executive

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1.00 POSITION TITLE: ETHNOCULTURAL SUPPORT SERVICE COORDINATOR

2.00 POSITION OVERVIEW:

- (1) The Ethnocultural Support Service Coordinator aims to address issues related to culture, ethnicity and, or race that limit the educational experience and quality of life of students at Western. The Coordinator also aims to enhance multiculturalism on campus.

3.00 PRIMARY RESPONSIBILITIES:

- (1) Design programming and organize events that cultivate student engagement in cultural customs and traditions.
- (2) Select and oversee an Executive Committee of volunteers if the Coordinator wishes to hire an executive.
- (3) Maintain regular, scheduled office hours in the Peer Support Centre.
- (4) Work with the Vice-President Internal to identify issues and analyze data on race and culture on campus.
- (5) Build and maintain relationships with relevant departments of the University including: Housing and Ancillary Services, Western International, the Equity and Human Rights Services, the Indigenous Services Office and other appropriate multi-cultural organizations within the University community as well as the equivalent departments at the University's Affiliated Colleges.
- (6) Develop advocacy recommendations for addressing multi-cultural issues on campus, to be presented to the Vice-President Internal.
- (7) Organize and execute at least one Ethnocultural Support Service event per semester.
- (8) Work with Western International to organize the USC's partnership in Western's International Week.
- (9) Develop and maintain content for the Ethnocultural Support Service webpage on the appropriate USC affiliated web pages.



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- (10) Oversee and submit the Ethnocultural Support Service programming budget to the Vice President Internal prior to each event.
- (11) Conduct one research project throughout the year that addresses an issue or area of improvement that is of interest to the Coordinator that will provide student feedback and professional research to the USC within the coordinators relevant area. Upon completion, the Coordinator will both use the acquired research to advocate to relevant parties on behalf of student interests as well as provide a research summary and brief to the Vice President Internal.
- (12) This research project will consist of a combination of both issue identification and policy research.
 - i. Issue identification can be described as primary or secondary research conducted to better understand what students are currently discussing.
 - ii. Policy research is the process of gathering information about a topic identified during the issue identification process to advance student interest in this area.
- (13) Adhere to USC bylaws, policies and procedures.
- (14) 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.

4.00 QUALIFICATIONS:

- (1) **Interpersonal Communication:** The Ethnocultural Support Service Coordinator position requires strong interpersonal communication skills, given the need to work concurrently with a number of project stakeholders. Able to provide constructive feedback to project stakeholders and communicate expectations effectively through written and oral mediums.
- (2) **Project Management:** The Ethnocultural Support Service Coordinator will act as project manager for all the projects incumbent upon the Executive Committee to accomplish. Strong organizational and time management skills are paramount to the success of these projects. The Ethnocultural Support Service Coordinator should be flexible, able to critically assess and troubleshoot problems and demonstrate effective problem solving in the role.
- (3) **Group Facilitation:** In leading the Executive Committee, the Ethnocultural Support Service 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



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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.

(4) Research: Strong research and written communication skills is an asset.

5.00 TIME COMMITMENT:

5.01 This position requires varying time commitments.

(1) April to August: 2 – 3 hours per week

(2) September to March: 7 – 10 hours per week

(3) The expected time commitment in the week leading up to an event and the week of an event will be 10 – 15 hours per week.

(4) The Ethnocultural Support Service Coordinator shall participate in the transition of responsibilities with their successor in the months preceding the end of their term.

6.00 TRAINING/SUPPORT:

(1) The Ethnocultural Support Service Coordinator will be required to attend all USC-mandated training sessions for Coordinators, as determined by the Vice-President Internal and the USC Volunteer Resources Department.

(2) The Ethnocultural Support Service Coordinator will be expected to attend a mandatory Health and Safety training seminar conducted at the beginning of their term.

(3) Throughout their term, the Ethnocultural Support Service Coordinator will have the opportunity to strengthen their leadership, critical thinking, project management, and communication skills through professional development workshops and experiential learning facilitated by the Volunteer Resources Department.

(4) The Ethnocultural Support Services Coordinator will be provided advocacy training facilitated by the USC Government Services Branch.



7.00 LEARNING OUTCOMES:

- (1) The Ethnocultural Support Service Coordinator will learn how to develop effective group facilitation skills in addition to becoming more proficient in supervising and managing volunteers.
- (2) The Ethnocultural Support Service Coordinator will develop project planning and event management skills.

8.00 COMMUNITY IMPACT:

- (1) The Ethnocultural Support Service seeks to create a culturally inclusive campus community in which students' unique backgrounds are positively embraced and celebrated, and do not negatively impact their student experience.
- (2) The Ethnocultural Support Service Coordinator will work to foster a strong sense of involvement and shared participation among Executive Committee members in all portfolio endeavours.

9.00 EVALUATION:

- (1) The Ethnocultural Support Service Coordinator will participate actively with their supervisors in conducting formative and summative performance assessments.
 - i. Formative Assessment is an ongoing process of dialogue and informal feedback in which Supervisors and volunteers determine their level of satisfaction in the position and identify further learning needs for successful job completion.
 - ii. A summative assessment is conducted at the end of a volunteer's term in order to qualify their volunteer experience, identify individual learning outcomes, and evaluate overall job performance. Two forms of summative assessment will be conducted: Supervisory Assessment and Self-Assessment.

10.00 COMPENSATION

- (1) The Ethnocultural Support Service Coordinator shall receive two honourarium payments of \$500.00 as compensation for their work.
- (2) In order to receive the first honourarium payment, the Ethnocultural Support Service Coordinator must:
 - i. Remain within the position until January 1st in the relevant academic year;



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- ii. Submit an interim report to the primary supervisor by the end of the fall term; and,
 - iii. Receive written notice of approval of the interim report, in terms of meeting content and format requirements under the Final Report Procedure, by the primary supervisor.
- (3) In order to receive the second honourarium payment, the Ethnocultural Support Service Coordinator must:
- i. Remain within the position until April 30th in the relevant academic year;
 - ii. Submit an final report to the primary supervisor by the end of the fall term; and,
 - iii. Receive written notice of approval of the final report, in terms of meeting content and format requirements under the Final Report Procedure, by the primary supervisor.

11.00 SUPERVISION:

- (1) Primary supervision: Vice President Internal
- (2) Secondary support: Coordinator, Volunteer Resources and Manager, Volunteer Resources