



University Students' Council of the University of Western Ontario
Position Description
Student Appeals Support Centre Coordinator

EFFECTIVE: February 20, 2015

AUTHORITY: Executive

RATIFIED BY: Executive

PAGE | 1 of 4

1.00 POSITION TITLE: STUDENT APPEALS SUPPORT CENTRE (SASC) COORDINATOR

2.00 POSITION OVERVIEW:

- (1) 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.

3.00 PRIMARY RESPONSIBILITIES:

- (1) Responsible for the recruitment and selection of volunteers to operate the Student Appeals Support Centre.
- (2) 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.
- (3) Organize mandatory training sessions for volunteers.
- (4) Maintain a high-level of confidentiality and performance level in the Centre.
- (5) 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.
- (6) Adhere to USC bylaws, policies and procedures.
- (7) 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 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.



Student Appeals Support Centre Coordinator

- (2) 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.
- (3) 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.

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 – 15 hours per week
- (3) The SASC 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 SASC 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 SASC 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 SASC Coordinator will have the opportunity to strengthen their leadership, critical thinking, project management, and communication skills through professional development workshops and experiential learning facilitating by the Volunteer Resources Department.
- (4) The SASC Coordinator will be provided advocacy training facilitated by the USC Government Services Branch.

7.00 LEARNING OUTCOMES:



Student Appeals Support Centre Coordinator

- (1) The SASC Coordinator will learn how to develop effective group facilitation skills in addition to becoming more proficient in supervising and managing volunteers.

8.00 COMMUNITY IMPACT:

- (1) The Student Appeals Support Centre (SASC) exists to provide confidential assistance and representation for undergraduate students facing an academic conflict with the university. The SASC represents the interests of students facing academic appeals, academic offences, and any concern that involves the fairness of academic procedure.
- (2) The SASC Coordinator will work to foster a strong sense of involvement and shared participation among all Student Appeals Support Centre volunteers.

9.00 EVALUATION:

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



Student Appeals Support Centre Coordinator

- (3) In order to receive the second honourarium payment, the SASC 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