



University Students' Council of the University of Western Ontario  
**POSITION DESCRIPTION**  
**VOLUNTEER RESOURCES INTERN**

**EFFECTIVE:** 01/01/2015

**SUPERSEDES:** 02/01/2014

---

**AUTHORITY:** Executive

**RATIFIED BY:** Executive

---

PAGE | 1 of 4

**1.00 POSITION TITLE: VOLUNTEER RESOURCES INTERN**

**2.00 POSITION OVERVIEW:**

- (1) The Volunteer Resources Intern is responsible for providing administrative support to the Volunteer Resources Department at the University Students' Council of the University of Western Ontario. The Volunteer Resources Intern will be tasked to assist in the coordination and execution of volunteer recruitment, selection, training and recognition programs for the USC Associate Vice Presidents, Coordinators and committees.

**3.00 PRIMARY RESPONSIBILITIES:**

- (1) *Volunteer Engagement:* strive to integrate Volunteer Canada's Organizational Standards for Volunteer Involvement into the USC's strategy for volunteer engagement.
- (2) *Volunteer Recognition Program:* responsible for the design and implementation of a recognition program for USC volunteers (Coordinators) and student leaders at large.
  - a. *USC Student Awards Program:* responsible for coordinating all promotions; application intake; screening of the USC Student Awards Committee.
- (3) *Monthly Information Sessions:* responsible for preparing and leading monthly meetings for USC Coordinators.
- (4) *Promotion:* actively seek to promote available USC leadership and volunteer opportunities to students on campus.
- (5) *USC Volunteer Fair:* assist in coordinating a schedule of activities and workshops featuring local and campus Volunteer Managers, design print and social media advertisements, and facilitate information sessions on USC involvement opportunities to undergraduate students.
- (6) *Monthly Professional Development Opportunities:* assist in coordinating monthly professional development opportunities for Coordinators.
- (7) *Volunteer Training:* assist with the planning, content generation, and the presentation of position-specific training modules to Coordinators three times annually.
- (8) *Volunteer Tracking:* Responsible for implementing a tracking system for all volunteer committee members to ensure an accurate number of USC volunteers are kept up-to-date.
- (9) *Other Duties:* this internship will offer a variety of opportunities to shadow in each area of Volunteer Resources. The Volunteer Resources Manager will avail a number of opportunities to learn every aspect of being successful in this role as well as gain volunteer management experience.



University Students' Council of the University of Western Ontario  
**POSITION DESCRIPTION**  
**VOLUNTEER RESOURCES INTERN**

PAGE | 2 of 4

**4.00 QUALIFICATIONS:**

- (1) There is no requirement to have prior knowledge, background or experience in volunteer management. Qualified candidates for this position must be an undergraduate student of Western University. Qualified candidates will have strengths in the following areas:
  - a) Excellent interpersonal rapport with young adults,
  - b) Excellent communication skills,
  - c) Experience working in a group and facilitating team learning,
  - d) Ability to work independently on projects,
  - e) Excellent time management skills,
  - f) Ability to manage several different projects at once,
  - g) Basic computer technical skills (proficient in Microsoft Word, Excel, Access, PowerPoint and Adobe),
  - h) Strong public speaking skills, and
  - i) Detail and task oriented.

**5.00 TIME COMMITMENT:**

- (1) The time commitment requirement is a maximum of fifteen hours of work per week on average. Additional hours may be required during peak months (September, October, January and March), as directed by the Volunteer Resources Manager. Additional hours will be communicated and mutually agreed upon in advance, when necessary.

**6.00 TRAINING/SUPPORT:**

- (1) There will be a Health and Safety training seminar conducted at the beginning of your employment. This seminar is mandatory as all members of the USC must attend.
- (2) There will be an Orientation Day conducted in August to familiarize the Intern with the USC operations, fellow interns, AVPs and staff.
- (3) On-the-job training will be provided on an ongoing basis by the Volunteer Resources Department.
- (4) Training will also consist of job shadowing the Coordinator, Volunteer Resources.
- (5) Must support the Volunteer Resources Department for all initiatives, including but not limited to the USC Involvement Expo, Coordinator Orientation Day (September), and National Volunteer Week.

**7.00 LEARNING OUTCOMES:**

- (1) The Volunteer Resources Intern will be provided with a structured professional development opportunity to build their personal and organizational capacity. The Volunteer Resources Department will equip the Intern with the skills needed to successfully recruit, train and recognize volunteers. This experiential learning



University Students' Council of the University of Western Ontario  
**POSITION DESCRIPTION**  
**VOLUNTEER RESOURCES INTERN**

PAGE | 3 of 4

opportunity is geared for students who have future aspirations of engaging volunteers effectively in the social and non-profit sector. All projects assigned to the Volunteer Resources Intern will align with organizational standards, such as Volunteer Canada, for volunteer engagement and administration.

**8.00 COMMUNITY IMPACT:**

- (1) The Volunteer Resources Intern has the opportunity to directly impact student life and volunteer engagement within the University Students' Council at Western University to improve students' volunteer experiences overall.

**9.00 EVALUATION:**

- (1) *Formative Assessment:* The Volunteer Resources Manager will maintain an ongoing and open dialogue of informal feedback with the Volunteer Resources Intern. This informal process of feedback will be completed on-the-job and will aid in identifying learning needs for successful task completion. This will allow for instructional guidance in learning a new skill and being able to execute assigned tasks and projects successfully. This type of feedback goes both ways so as to allow the Volunteer Resources Intern to obtain a meaningful experience while also informing the Volunteer Resources Manager about specific learning and development goals they hope to achieve.
- (2) *Summative Assessment:* There will be three formal feedback surveys conducted throughout the Volunteer Resources Intern's employment. These surveys are to provide the Intern with the ability to articulate their experiences so far and to evaluate their program to identify any learning opportunities they would like to participate in. The second aspect of the summative assessment is formally conducted by the Volunteer Resources Manager to evaluate all strengths, any necessary improvements and communicate future projects with the Volunteer Resources Intern. This collaborative assessment will allow for both to communicate how the experience has been so far and to evaluate the overall job performance.

**10.00 SUPERVISION:**

- (1) The Volunteer Resources Intern will report directly to the Volunteer Resources Manager at the University Students' Council of the University of Western Ontario. The Volunteer Resources Manager can be contacted at 519-661-2111 ext. 83464. Their office is located on the third floor, room 340A, in the University Community Center at Western University.
- (2) Secondary support for the Volunteer Resources Intern will be the Volunteer Resources Coordinator, located on the third floor, room 318E, in the University Community Center at Western University and can be contacted at 519-661-2111 ext. 82604.

**11.00 ADDITIONAL INFORMATION:**



**University Students' Council of the University of Western Ontario**  
**POSITION DESCRIPTION**  
**VOLUNTEER RESOURCES INTERN**

**PAGE | 4 of 4**

- (1) A familiarity with the political and organizational structure of the USC and an understanding of its services and operations, as well as the student-leadership branch, is an asset but not required.