



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

EFFECTIVE: 01/01/2017

SUPERSEDES: 01/01/2016

AUTHORITY:

RATIFIED BY:

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1.00 POSITION TITLE: VOLUNTEER SERVICES INTERN

2.00 POSITION OVERVIEW:

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

3.00 PRIMARY RESPONSIBILITIES:

- (1) *Volunteer Recognition Program:* responsible for assisting with the design and implementation of multiple recognition events for USC volunteers (Coordinators) and student leaders at large.
- (2) *Promotion:* actively seek to promote available USC leadership and volunteer opportunities to students on campus.
- (3) *Professional Development Opportunities:* assist in coordinating professional development opportunities for Coordinators (one per term).
- (4) *Volunteer Training:* assist with the planning, content generation, and the presentation of position-specific training modules to Coordinators three times annually.
- (5) *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.
- (6) *Feedback:* Compile feedback from Volunteers and Volunteer Fair participants.
- (7) *Other Duties:* this Internship will offer a variety of opportunities to shadow in each area of Volunteer Services. The Volunteer Services Manager will provide a number of opportunities to learn every aspect of being successful in this role as well as gain volunteer management experience.

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,



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- 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 projects at once,
- g) Basic computer technical skills (proficient in Microsoft Word, Excel, 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, February and March), as directed by the Volunteer Services 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 as stipulated in their employment contract.
- (2) There will be an Orientation Day conducted in August to familiarize the Intern with the USC operations, fellow Interns, Associates and Staff.
- (3) On-the-job training will be provided on an ongoing basis by the Volunteer Services Department.
- (4) Training will also consist of job shadowing the Manager, Volunteer Services.
- (5) Must support the Volunteer Services Department for all initiatives, including but not limited to the USC Involvement Expo, Coordinator Orientation Day (September), USC Day, Volunteer Fair, and National Volunteer Week.

7.00 LEARNING OUTCOMES:

- (1) The Volunteer Services Intern will be provided with a structured professional development opportunity to build their personal and organizational capacity. The Volunteer Services Department will equip the Intern with the skills needed to successfully recruit, train and recognize volunteers. This experiential learning 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 Services Intern will align with organizational standards, such as Volunteer Canada, for volunteer engagement and administration.



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8.00 COMMUNITY IMPACT:

- (1) The Volunteer Services 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 Services Manager will maintain an ongoing and open dialogue of informal feedback with the Volunteer Services 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 Services Intern to obtain a meaningful experience while also informing the Volunteer Services Manager about specific learning and development goals they hope to achieve.
- (2) *Summative Assessment:* There will be two formal feedback surveys conducted throughout the Volunteer Services 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 Services Manager to evaluate all strengths, any necessary improvements and communicate future projects with the Volunteer Services 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 Services Intern will report directly to the Volunteer Services Manager at the University Students' Council of the University of Western Ontario. The Volunteer Services Manager can be contacted at 519-661-2111 ext. 82501. Their office is located on the third floor, room 303, in the University Community Center at Western University.

11.00 ADDITIONAL INFORMATION:

- (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.