



University Students' Council – Position Description

Position Title:	Student Appeals Support Coordinator
Supervisor:	Vice-President University Affairs
Remuneration:	\$18/hour
Hours of Work:	10-15 hours per week average
Term:	September 1 – April 30 th

OVERVIEW:

The Student Appeals Support Centre (SASC) exists to assist and educate students by providing confidential assistance and support for undergraduate students looking to navigate situations of conflict or appeal 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.
- Work with the VP University Affairs, AVP University Affairs, and Office of the Ombudsperson to develop mandatory training sessions for volunteers with 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.
- Assist the Vice President University Affairs and AVP University Affairs with other projects and duties as assigned.
- Adhere to USC bylaws, policies and procedures
- Complete a final report in compliance with the USC's Final Reports Procedure.
- Participate in the transition of responsibilities with their successor in the months preceding the end of their term.

QUALIFICATIONS:

- All Coordinators must be an undergraduate or professional student as defined by Western University during the school year they are in the Coordinator role.
- A Coordinator cannot hold another USC paid position, USC Councillor position, or Director position on the USC Board of Directors.

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 EDI and Health and Safety training seminar conducted at the beginning of their term.