POSITION DESCRIPTION

Position Title: Q Centre Coordinator
Department: Volunteer Services
Position Status: Active
Employment Type: Part-time (15 hours per week)
Employment Term: August 2024–April 2025

POSITION SUMMARY (Overview and Purpose)
The Q Centre has two student coordinators who work as a team to complete all relevant work. The co-coordinators will be responsible for the management of volunteers, program development and the overall operation of the Q Centre. The coordinators will work closely with the Coordinator, Volunteer Services (CVS) and the Manager, Student Services (MSS) to ensure the Q Centre runs smoothly and operates within the Students’ Union Volunteer Services (SUVS) structure.

COMMITMENT
Hours
The coordinators are expected to work the majority of the allocated 15 hours per week during the office hours for Volunteer Services (8:30 AM - 4:30 PM). The coordinators will also be required to work additional budgeted hours when recruiting and training volunteers as well as during a variety of events, such as participation in the volunteer recognition event held at the end of the winter term.

Training
The coordinators are required to attend all SUVS program coordinator training as dictated by the CVS, including a one-day volunteer management course and the annual Student Services Orientation, both held in the latter half of August. In addition, the coordinators will attend any training sessions specific to their position, as determined by the CVS.

KEY RESPONSIBILITIES
The coordinators will carry out all duties according to the SUVS General Guidelines and all policies and procedures specific to the Q Centre program.

Volunteer Management
- Recruit, train, supervise, and develop team of volunteers.
- Schedule adequate volunteer coverage during Volunteer Services office hours including interviewing, scheduling, delegating and evaluation of volunteer performance.
- Evaluation of volunteer performance, including check-in meetings with all volunteers.
- Motivating and recognizing volunteers.
Administration
- Attend weekly meetings with the CVS.
- Update policies and other documents in consultation with the CVS.
- Manage the Q Centre’s volunteer training and appreciation, and special projects budgets.
- Ensure resources are up-to-date and complete a resource inventory in April.
- Create a social media plan in collaboration with the CVS and post content on social media on a weekly basis.
- Work with the CVS and communications department to promote programs and events.

Original Programming and Events
- Ensure the Peer Support program remains accessible to students.
- Run the Queer Mentoring program.
- Organize, promote, and facilitate discussion groups based on need and interest.
- Sit on the Sex Week Committee and plan at least three to four Sex Week events.

REQUIRED COMPETENCIES
- Currently enrolled as an undergraduate student at the University of Calgary.
- Intermediate to advanced computer skills using MS Office applications. Proficiency with operating standard office equipment (e.g., fax machines, printers, photocopiers, etc.).
- Exceptional time management and multi-tasking skills to meet daily work deadlines, ongoing volunteer management, and emerging priorities.
- Well-developed written and verbal communication skills to ensure self and others have a clear understanding of plans, activities, issues, and other relevant information, and to ensure information is shared in an effective and collaborative manner.
- Superior interpersonal skills to interact positively and professionally with students and campus community members from diverse backgrounds.
- Discretion, good judgment, personal motivation, and the ability to work independently.
- Ability to maintain a high-level of confidentiality, address sensitive matters and hold composure under pressure.
- Previous experience working with the campus community and/or the LGBTQ+ community is an asset.

BENEFITS
- Gain experience working in a not-for-profit environment.
- Enhance your leadership skills and abilities.
- Gain project management skills.
- Enhance your group facilitation and communication skills.
- Increase and expand your knowledge of issues and services related to the sexual and gender minority community.
- Experience managing volunteers.
- Practicing conflict resolution skills and learning to work effectively in a team environment.

The successful candidate may be able to re-apply for this position, as long as they are enrolled in undergraduate studies.