



Volunteer and Orientation Programs Assistant Position Description

Position Title: Volunteer and Orientation Programs Assistant

Department: Student Life

Internal Address: 225 University Centre, Fort Garry Campus

Supervisor: Melissa Warden, Orientation Coordinator

Hours: Variable hours leading to full time (30-35 hours/week) from August 5 – September 9, 2015*

Part-time (up to 15 hours/week) from September 10, 2015 through October 2, 2015, *with strong likelihood for extension*

*Hours will start at 10 hours the week of August 5, gradually increasing to full time (30 – 35 hours) for the weeks of August 24, August 31, and September 8 – 9, 2015.

Number of Positions: 1

Remuneration: \$12.00 per hour (which includes 6% vacation pay)

NATURE OF THE WORK

Student Life is responsible for working with academic and administrative units across campus to establish programs that enhance the student experience and provide opportunities for student engagement and leadership development. The University of Manitoba Student Volunteer Program and Orientation Assistant reports directly to the Orientation Coordinator (herein referred to as the Supervisor). S/he helps Student Life in support of the University's strategic vision to provide an exceptional student experience by offering more opportunities for students to learn, thrive, grow and be celebrated.

The University of Manitoba Volunteer and Orientation Programs Assistant is directly involved in the planning, facilitation, evaluation, and further development of the University of Manitoba Student Volunteer Program (UMVP), as well as Orientation programs and events. A key focus of this position during the summer months includes coordinating volunteer efforts and programming details during Head Start and Fall Orientation 2015. Efforts may be focused on coordinating existing volunteers for these events. This may include coordinating the recruitment, selection, and hiring of Team Leader Captains and Team Leader Co-Captains, and working with this group in a supervisory and supportive capacity.

S/he helps Student Life in support of the University's strategic vision to provide an exceptional student experience by offering more opportunities for students to learn, thrive, grow and be celebrated.

The University of Manitoba Volunteer and Orientation Programs Assistant is directly involved in the planning, implementation and risk management of several aspects of the University of Manitoba's winter, spring and fall orientation programs and initiatives. This role is also responsible for assisting with the development of the master schedule, and ensuring that both students and colleagues are informed as to the plans for upcoming orientation events. Finally, this position is responsible for the post-event evaluation of both the Volunteer and Orientation programs and events.

PRIMARY PURPOSE OF THE POSITION

University of Manitoba Student Volunteer Program

35%

- Assist with the management, motivation, and discipline of Volunteers and Volunteer Captains for various events and involvement opportunities
- Manage confidential volunteer database (including, but not limited to, personal information, birthdates, t-shirt sizes, dietary and accessibility needs), maintaining privacy to the extent protected under the law and statements of ethical practice

- Communicate with Volunteers as needed for program administration (e.g. interview reminders, position offers, onboarding forms, etc.), and regular engagement (e.g. through the use of The Involver, the bi-weekly UMVP newsletter)
- Work directly with Volunteers in recruitment efforts, as well as coordinating and organizing Volunteer interviews
- Coordinate Volunteer training sessions (hosting or working with partners to ensure use of best practices), and all elements required therein (e.g. volunteer manuals, sign-in sheets, etc.)
- Coordinate Volunteer management and create volunteer schedules during select UMVP events
- Recognize Volunteer efforts (e.g. through the Co-Curricular Record / UMCommunityLINK, appreciation events, The Involver, etc.) and deliver recognition and thank you strategies for volunteers after major events
- In collaboration with the supervisor, develop Volunteer evaluation processes
- Liaise with and inform other units on campus (e.g. Marketing Communications Office, Student Affairs departments, academic units, UMSU/GSA, etc.) about campus involvement initiatives
- Develop personal/professional development opportunities for Volunteers as well as episodic and ongoing UMVP volunteer opportunities

Orientation Events

30%

- Coordinate the recruitment, selection, and hiring of Team Leader Captains and Team Leader Co-Captains (the "Orientation Team")
- In collaboration with the supervisor, determine Volunteer requirements and involvement in all aspects of Orientation
- In collaboration with the supervisor and Orientation Team, develop several strategies to communicate with volunteers over the summer and during events
- In collaboration with the supervisor and Orientation Team, develop all necessary training and training resources, (e.g. online or in-person presentations, volunteer manual, etc.)
- Support Team Leader Captains in assigning volunteers to tasks
- Plan and coordinate logistics and bookings including: room bookings, invoices, session & presenter scheduling, audio-visual equipment/set-up, and liaise with performers, vendors, sponsors and coordinate parking
- Organize and coordinate the division of new undergraduate students at the Fort Garry Campus into orientation groups
- Support the planning and coordination of Orientation Programs (these may include but are not limited to Head Start, Summer Tours, Bannatyne Student Orientation, Graduate Student Orientation, and New Student Orientation (the two-day September Program), Mature/Transfer Student Orientation)
- Work collaboratively with others to develop presentation content for various orientation programs
- Manage each Orientation/special event (delegating tasks, problem solving) with the Orientation Coordinator
- Plan and implement regular Volunteer community-building and engagement efforts
- Develop and deliver the recognition and thank you strategy for all volunteers following major events
- Ensure team stays under budget for events and programming by maintaining fiscal responsibility
- Liaise with Physical Plant and UMREG for outdoor set-ups and take downs , as well as UMSU/GSA and student groups involved in programming

Communications & Managing Information

25%

- Ensure all communications on behalf of Orientation and Student Life reflects the University of Manitoba's values and the mission of Orientation
- Act as the point person for answering all new student communications (emails, phone calls, etc.) related to Orientation or starting as a student at the University of Manitoba
- With the guidance and support of the supervisor and Marketing Communications Office, develop and maintain written web content, and develop and distribute new student communication pieces (e.g. hard-copy information mailouts, new student welcome & reminder emails, etc.)

- Organize and coordinate the information management efforts during orientation events (e.g. master schedules, master student database, attendance & check-in forms, photo releases, etc.)
- Liaise with and inform other units on campus (e.g. Marketing and Communications Office, various Student Affairs departments, UMSU/GSA, etc.) and assist with post-event recognition
- With the guidance and support of the supervisor, coordinate the evaluation process for all audiences of every Orientation Program (e.g. new students, families/friends, campus partners) and help develop the Orientation Final Report

Administrative & Organization

10%

- Act as the secretary for all Orientation Team meetings
- Compile evaluation results and summarize findings and recommendations in post-event report
- Write event action and animation plans for all aspects of Orientation
- Update Critical Path / Timeline Report on a daily/weekly basis
- Assist with the organization and keeping of Orientation files
- Assist in the organization and maintenance of Orientation storerooms
- Other duties as assigned, including assisting other Student Life staff with tasks, as necessary

Additional projects could be determined depending on interests, experience, and skill.

QUALIFICATIONS

Minimum Formal Education/Training Requirements

- Enrolled as a current student at the University of Manitoba (must be returning to academic studies in September 2015) and registered in a minimum of 18 credit hours
- Must be in good academic standing (minimum of 2.5 GPA)

Experience

- Prior experience with Student Life programs, particularly the University of Manitoba Student Volunteer Program (UMVP) in an orientation capacity, is strongly desired
- Previous experience in program planning, volunteer organization and event management is an asset
- Previous experience working in a clerical/office setting is an asset

Skills

- Exceptional interpersonal and customer service skills
- Proficient use of intermediate Microsoft Office features, particularly with Microsoft Excel
- Excellent verbal and written communication skills
- Effective time management and organizational skills
- Effective meeting and record keeping skills

Abilities

- Manage multiple priorities with competing deadlines
- Develop and maintain positive relationships with key stakeholders (including students, faculty, staff, administrators, volunteers, and community members) from a diversity of backgrounds
- Maintain privacy and confidentiality of all communications and records, to the extent protected under the law and statements of ethical practice
- Work independently and be a motivated self-starter
- Work collaboratively as part of a team
- Solve problems effectively, make good decisions, and empower others to do the same
- Recognize opportunity and possibilities when encountering challenges or during change
- Be an exemplary student leader among student leaders, and represent the University of Manitoba with the highest level of professionalism at all times
- Assess situations and seek guidance from supervisor for appropriate action when necessary

Other Job Related Qualifications that may be preferred

- Enrollment in Recreation Management and Community Development, Education, Commerce, or a related discipline
- High level of commitment to the University of Manitoba community, its [Strategic Planning Framework](#), and to the mission of [Student Affairs](#)
- An understanding of the needs of the University of Manitoba student body
- An understanding of Volunteer management best practices ([CAVR Standards of Practice](#))
- Awareness about the fundamental importance and purpose of Orientation ([CAS Standards](#))

SUPERVISORY RESPONSIBILITIES

This position is responsible for the supervision of student volunteers. With the support and guidance of the supervisor, the incumbent will oversee volunteer management efforts, including volunteer recruitment and selection, training, work distribution, discipline, organization and motivate students.

SUPERVISION RECEIVED

This position shall receive detailed verbal/written instruction, and in time will develop independence with occasional referrals to the supervisor.

REQUIRED DATES

The following are a list of required dates. Applicants are encouraged to highlight any additional summer commitments (academic and non-academic) in their application; greater flexibility could be granted with more advance notice. Attending regular Orientation Volunteer training sessions is also required (approx. 1 – 4 hours each), but scheduling upon selection of the team.

Organizing and managing UMVP Group Interviews

- Mid-September 2015

Fully attending and participating in all Orientation-related events, which may include, but is not limited to:

- Wednesday, August 5 Orientation Volunteer training (5:30 – 8:00pm)
- Wednesday, August 12 Presentation Facilitator Volunteer Training (5:30 – 6:30pm)
- Wednesday, August 19 Social Media Volunteer Training (5:30 – 6:30pm)
- Wednesday, August 26 Bannatyne Orientation / Fort Garry Prep
- Thursday, August 27 Bannatyne Orientation / Fort Garry Prep
- Friday, August 28 Bannatyne Orientation / Fort Garry Prep
- Saturday, August 29 Orientation Volunteer Training (9am – 5pm)
- Friday September 4 – 7 Fort Garry Orientation Prep
- Tuesday, September 8 Fort Garry Orientation
- Wednesday, September 9 Fort Garry Orientation

Other dates of importance include:

- Select Fridays in July and August for Summer Tours

APPLICATION PROCESS

To apply, please email Melissa Warden (melissa.warden@umanitoba.ca) with a cover letter and resume in one .PDF document by **Wednesday, July 15**. Students are requested to apply through their University of Manitoba email account.