



MEMO

From the office of the...

Queer Students Community Centre Coordinator

TO: Members of the Executive Board
FROM: Aditya Harchand
SUBJECT: QSCC Operating Policy Changes
DATE: June 30, 2017

Dear Executive Board,

Attached to this memo, you will find the edited version of QSCC's Operating Policy. These edits are part of a service restructuring that I am proposing for the 2017-2018 year.

Although the structure of the QSCC executive base has changed significantly over the years to accommodate newer programming, considerable effort must still be directed towards balancing unequal workloads and responsibility. Another issue is that of collaboration opportunity between the diverse range of executive roles. Due to this range, executive members have felt disengaged from one another, thereby failing to produce a strong team dynamic. Through an evaluation of these executive roles, such issues were addressed.

A. CHANGES TO EXECUTIVE STRUCTURE:

While some positions were added, others were amalgamated into fewer positions, and changes to position names were made where necessary. These changes will better reflect the current and future needs of the service.

I. Added Positions:

Another Social and Political Advocacy Coordinator was added in order to balance the extensive workload faced by this position in terms of designing and implementing campaigns. A newly created, Research and Resources Coordinator position was added to the Operating Policy to provide the QSCC with a research background (for example, during the creation of educational campaigns) and managerial skills for the maintenance of the resource library.

II. Amalgamated & Transformed Positions:

The positions of Health and Wellness Executive, along with the Athletics Event Executive were combined to create the Events Coordinator position. However, it is important to note that the Events Coordinator will shoulder the responsibility demanded by both the individual positions. The position of Newcomers Executive was renamed the Group Facilitator Coordinator in order to oversee and connect the group facilitation or meeting operations of the QSCC. They will also be involved in running a stronger group facilitation or session program and standardizing this program for future QSCC terms. Further details regarding this change can be reviewed in Part C of this memo.

III. General Change to Position Names:

Because the position name of Coordinator implies greater responsibility and control over an area of expertise, the position name of Executive was replaced. This change also creates a sense of unity and uniformity within the executive structure, rather than having executive roles intermixed with coordinator roles.

The list below summarizes the final proposed executive structure along with number of positions in brackets:

Final Proposed Executive Structure

1. Volunteer and Training Coordinator (1)
2. Social and Political Advocacy Coordinator(s) (2)
3. Research and Resources Coordinator (1)
4. Group Facilitation Coordinator (1)
5. Events Coordinator (1)
6. Promotions Coordinator (1)

B. CHANGES TO VOLUNTEER STRUCTURE:

The Resource Volunteer position was removed in order to strengthen the QSCC's peer support base and agenda, merge responsibility (the Resource Volunteer roles were placed under the Peer Support Volunteer position), and create a safe(r) space within the QSCC. Because the QSCC is a peer support service, I believe that every volunteer should be able to provide peer support while in the space.

C. CREATION OF COMMITTEE STRUCTURE:

The chart below reflects the Committee structure I am proposing to optimize volunteer and volunteer-executive engagement within the service. This will as a result, positively affect volunteer retention. While row 2 shows the executives who will chair the

committee, rows 3 and 4 show executives or facilitators who will be executive members of that committee. Lastly, Peer Support Volunteers will be selected to serve as members on one of the three committees. These changes are reflected in the last section of the QSCC Operating Policy.

Sessions Committee	Awareness and Advocacy Committee	Community Outreach Committee
Group Facilitation Coordinator	Social and Political Advocacy Coordinator(s)	Events Coordinator
Newcomers Facilitator(s)	Research and Resources Coordinator	Volunteer and Training Coordinator
Trans Community Group Facilitator	Promotions Coordinator	-
Volunteers	Volunteers	Volunteers

Thus far, there has been a recorded disconnect between the executive and volunteer bases. It is important to note that the role of the QSCC extends further than providing in-space peer support. In order to enforce collaboration, communication, and cohesion between both parties and within themselves, the establishment of committee structure will prove beneficial for the upcoming school term. The three committees will be: Sessions, Awareness and Advocacy, and Community Outreach. Within each committee, there will be a committee chair, additional executive members and volunteer members. This structure will optimize volunteer engagement and help in the creation of more diverse, holistic initiatives.

This objective aligns with the restructuring of the executive and volunteer base in that it caters to team dynamic, which may otherwise face consequences due to the alteration, amalgamation, and creation of newer, non-traditional positions.

The roles of the three committees are summarized below:

- **The Sessions Committee will:** Plan, create, and standardize creative sessions for both the Trans Community Group and Newcomer meetings.
- **The Awareness and Advocacy Committee will:** Through an intersectional lens, plan, design, and implement informational campaigns that seek to educate and raise awareness of queer and equity-related issues to the McMaster student community.
- **The Community Outreach Committee will:** Plan and implement educational and non-educational events to positively engage and build community within McMaster’s diverse queer and ally student bodies. Further, the Community Outreach Committee will seek to build community within the volunteer base itself, through team building and recognition events.

Because the role of executives, facilitators, and volunteers will transcend outside of the committee structure, some edits were also made to individual role descriptions (for example, the Research and Resources Executive will work closely with the Volunteer and Training Coordinator although they are not in the same committee) in the Operating Policy. Subsequent edits to Job Descriptions will also be required after the Operating Policy is reviewed in order to bring this project to fruition.

In all, I believe this restructuring project, although multifaceted, will deliver success for the service's future operation. Should there be any questions or concerns, please do not hesitate to contact me.

Sincerely,

Aditya Harchand
QSCC Coordinator