JOB DESCRIPTION

Volunteer

Position Title:	**Student Community Support Network – ~~Community Connector~~Connector**
Term of Office:	September 1 – April 30
Supervisor:	SCSN Coordinator through the SCSN Volunteer Coordinator
Remuneration:	Volunteer
Hours of Work:	5 hours per week (minimum)

General Scope of Duties

The Community Connector is responsible for acting as a resource person and leader for their designated area in the Ainslie-Wood/Westdale community. The Community Connector will be required help plan and ~~to~~ attend certain community and SCSN events and promote the SCSN and all of its services. These students patrol the neighborhoods, taking note of any accommodations that are in violation of City of Hamilton's property standards bylaws. After taking note of these properties, the students will then report back to the SCSN Volunteer Coordinator.

Major Duties and Responsibilities

Category	Percent	Specifics
Supervisory Function	40%	▪ Show leadership through SCSN initiatives and by connecting to off-campus students ~~within the community~~ ~~▪ Foot patrol in designated area~~ ▪ Take note of and report any property by-law violations to the Volunteer Coordinator ~~any properties in violation of property standard by-laws~~ ▪ Continually check up on accommodations that repeatedly are violated ▪ Maintain profile records of all properties in violation and all continual violations ▪ Work with the Volunteer Coordinator and SCSN Coordinator to execute community cleanups and other volunteer events ▪ Perform by-law checks on rental properties when requested by students ▪ Report tenant and landlord issues incurred by students to the Volunteer Coordinator ▪ Educate students about Residential Acts, Neighborhood Bylaws, Home Safety and Off-campus housing
Financial & Budgeting Function	5%	▪ Provide information about costs to both the SCSN Coordinator and Volunteer Coordinator prior to incurring costs

Approved EB 05-06
Revised EB 06-05, EB 11-06, EB 11-06, EB 16-07, EB 17-10

Communications Function	35%	▪ Act as a resource person for students and residents by maintaining contact through the website, and email ▪ Issue physical violation notices upon initial notation of a property in violation through the use of a SCSN door tag ▪ Report to and log activities with supervisors (Volunteer Coordinator) and SCSN Coordinator ▪ Take part in regular meetings with other Community Connectors, SCSN Coordinator and supervisors to relay activities of the program ▪ Ensure reports and any general issues are reported to the Volunteer Coordinator ▪ May assist with content translation for advocacy initiatives and resource creation
Advertising & Promotions Function	10%	▪ Aid in the promotion of the SCSN and the MSU, including attending events and putting up posters ▪ Tabling, promoting, and educating during SCSN campaigns
Other	15%	▪ Attend and help with other events and initiatives by the SCSN and Volunteer Coordinators ▪ Prepare end of year report and transition documents for the following year's Community Connectors ▪ Other activities/responsibilities as directed by the supervisor

Knowledge, Skills and Abilities

- Organizational and time management skills required to ensure the effective operation of Community Connector events
- Effective communication skills in both written and oral forms
- Ability to work in a team
- Ability to act cordially and professionally when dealing with students and community residents
- Basic geographic knowledge of the communities surrounding McMaster University
- Basic working knowledge of city by-laws and property standards
- Interest in community engagement and Hamilton community.

Effort & Responsibility

- Creativity and enthusiasm required to represent SCSN at community events
- Effort required in remaining calm, patient, and reasonable in interactions with property owners or community members
- Physical effort required in the monitoring and patrolling of neighborhoods surrounding McMaster University

Working Conditions

- Most of the Community Connector's work will be conducted at home or off-campus during patrols
- Some work is done outside of the office during volunteer events as well as patrolling neighbourhoods
- Time demands may exceed stated hours of work

Training and Experience

- Community relations experience is an asset
- Participation in all Training Sessions required (provided)
- Experience with Word, Excel, Power Point, Outlook Email, and business machines is an asset.
- Basic training in municipal by-laws and property standards (provided)

Equipment

- Binders and maps, preparing for the patrolling duties
- Use of appropriate, organizational system (online or physical), to keep track of all pertinent documents.