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|  | JOB DESCRIPTIONVolunteer |

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| **Position Title:** | **Student Walk Home Attendant Team (SWHAT) Dispatcher** |
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| **Term of Office:** | September 1 – April 30 |
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| **Supervisor:** | SWHAT Coordinator through the SWHAT Dispatch Operations Executive |
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| **Remuneration:** | Volunteer |
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| **Hours of Work:** | Four hours per week and Six shifts per month (minimum) |

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| **General Scope of Duties** |
| The SWHAT Dispatcher is responsible for providing prompt service to all requests for accompaniment and be responsible for all equipment on their shift. |

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| **Major Duties and Responsibilities** |
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| **Category** | **Percent** | **Specifics** |
| Operations Function  | 85% | * Create a positive impression of SWHAT
* Work a minimum of six 3-3.5 hour shifts per month
* Be five minutes early for each scheduled shift
* Complete required shifts as scheduled
* Inform SWHAT at least 24 hours in advance if unable to make a shift
* Greet and treat clients in a proper manner
* Designate SWHAT Walkers to go on requested walks and patrols
* Behave appropriately and with decorum when operating radios, as outlined in the SWHAT Dispatcher Manual
* Open and close duties for the office, including but not limited to calling McMaster Security Services, handling the SWHAT sign, and handling the radio console
* Follow all the SWHAT Dispatcher steps as outlined in the SWHAT Dispatcher manual
* Completing the Dispatch Log and Walk Forms accordingly
* Maintain confidentiality of requested walks and other volunteers
* Properly care for all equipment used
* Not consume or be under the influence of alcohol or any illegal drugs or substances 12 hours prior to or during shift
* Comply with all applicable provincial and federal laws and municipal bylaws during at all times during their shift
* Report any incidents of assault, crime, or violence to McMaster Security Services and/or Hamilton Police Services immediately; volunteers shall abstain involvement from dangerous situations
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| Other  | 15% | * Submit schedule availability by the 23rd of the preceding month to the SWHAT Dispatch Operations Executive
* Aid with the cleanliness of the office
* Comply with other duties outlined by the SWHAT Executive on duty
* Assist in the promotion of SWHAT and SWHAT initiatives through various avenues, including but not limited to social media outlets, and by word-of-mouth
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| **Knowledge, Skills and Abilities** |
| * Knowledge of the fundamentals of SWHAT operations
* Skills in verbal communication is required in dealing with requests
* Organization and time management skills
* Skills to work independently, skills to motivate, and manage others
* Teamwork
* Punctual
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| **Effort & Responsibility** |
| * Responsible for designating Walkers to go on requested walks, and maintaining office while on shift
* Exercise judgment in unexpected or emergency situations when on shift
* Responsible for maintaining an appropriate and positive image of the MSU
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| **Working Conditions** |
| * Late evenings
* Working conditions vary
* Duties can be performed in the SWHAT office, on shift
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| **Training and Experience** |
| * Previous experience in SWHAT in any capacity
* Participation in SWHAT Dispatcher training
* Knowledge of Word, Excel, and email an asset
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| **Equipment** |
| * Telephone and voicemail box
* Radio
* Flashlight
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