



## **Associated Students of Western Washington University**

### **Resource and Outreach Programs**

### **Director**

#### **About the Position**

The Resource and Outreach Programs (ROP) Director is responsible for the overall operations of the ROP. This includes training, supervising and facilitating programs for all ROP staff. They also maintain liaison relationships with other offices in the Associated Students (AS) and Viking Union, and generally ensuring that programming is of high quality and meeting the needs of Western's students.

#### **Position Classification**

Directors are responsible for coordinating the activities of different programs in a large department to ensure quality programming and/or efficient use of student resources. Specific duties include: establishing departmental goals, departmental training, program approval, personnel management and supervision, departmental budget authority, communication among employees, coordination of programs efforts, and conflict resolution. These positions operate under the management direction of the AS Board of Directors.

#### **About the Department**

The ROP provide information, advocacy, activities and peer-to-peer education to Western students. The seven centers within the ROP strive to empower and support all members of Western's diverse community. The ROP also provides the opportunity for Western's students to gain valuable work and life experience.

#### **Terms of Position**

This is a four quarter position. This position begins the Monday the first week of summer quarter and ends the Friday of finals week the following spring quarter. This position works an average of 19 hours per week. The position holder may work more some weeks and less other weeks depending on the office's needs. The position holder is neither required nor expected to work during intersession, winter break or spring break.

#### **AS Employment Qualifications**

- Maintain a minimum credit load throughout term of position of 6 credits for undergraduates and 4 credits for graduates.
- Maintain a minimum of a 2.00 cumulative grade point average.
- Ability to complete the entire term of the position.

#### **Preferred Qualifications**

- Prior experience with managing volunteers or employees.
- Budget management knowledge or experience.
- Demonstrated ability to work collaboratively with people of diverse backgrounds and opinions.
- Strong interpersonal skills.

- Conflict management knowledge or experience.
- ~~Basic computer skills including word, excel, publisher and outlook.~~
- Basic knowledge of department and position specific responsibilities.
- Knowledge or experience with event planning
- Knowledge and/or experiences with raising awareness and advocating for the identities represented through the ROP

### AS Employment Responsibilities

- Serve the diverse membership of the Associated Students in a professional and ethical manner by:
  - Being familiar with and upholding the AS Charter, all WWU policies, and all AS policies including the Employment Policy, Code of Conduct, and Program Standards.
  - Attending all AS staff development events including, but not limited to: pre-fall orientation, pre-winter, pre-spring, and mid-quarter staff developments.
  - Being knowledgeable of the AS organization and its general operations. Serving on search committees as designated by the AS Personnel Director.
- Ensure the legacy of this position by:
  - Working with supervisor and Personnel Director to revise and update position job description.
  - Working with the previous position holder to complete a minimum of 15 hours of unpaid internship as well as providing a 15 hour internship to the incoming position holder.
  - Developing and maintaining a legacy document as required by the AS Employment Policy.

### Resource and Outreach Programs Responsibilities

- Empower and support the Associated Students membership with information, activities, and peer education by:
  - Providing unbiased, nonjudgmental, and accurate information and services to students.
  - Maintaining up-to-date records and information of on and off campus services in order to provide effective referrals.
  - Providing a confidential, safe, and inclusive space for students.
  - Maintaining client confidentiality in conversations, written correspondence, and any other forms of communication
  - Updating office libraries, magazine and journal subscriptions, and contacts for library cataloguing.
- Ensure the smooth, effective operations of the Resource & Outreach Programs by:
  - Attending weekly ROP staff meetings, office check-ins, and any additional departmental activities.
  - Promoting teamwork and collaboration throughout all the ROP offices.
  - Assisting with the coordination of activities, materials, and tabling schedules for ROP involvement in campus events such as VU Late Night, Red Square Info Fair, AS Job Fair, and the Campus Activities Showcase
  - Establishing and maintaining active working relationships with other ROP team members.
- Provide the most relevant and effective resources, outreach, and programming by:
  - Developing and maintaining tracking systems in order to assess client use, frequently asked questions, concerns, office visits, and other usage statistics.

- ~~Collecting and inputting office traffic forms.~~ Ensuring the ROP collects and inputs offices traffic forms.
- ~~Collecting and inputting~~ Ensuring the ROP collects and inputs audience evaluations which should include demographics, promotion success, relevance, and success of the program in meeting needs of the student body, and other important statistics.
- ~~Uphold the ROP mission statement by:~~
  - ~~Providing unbiased, nonjudgmental, and accurate information to students.~~
  - ~~Maintaining up to date records and information of organizations for referrals.~~
  - ~~Providing a confidential, safe, and inclusive space for students.~~
    - ~~Maintaining client confidentiality in conversations, written correspondence, and other forms of communication~~
  - ~~Establishing and maintaining active working relationships with other ROP team members.~~
  - ~~Facilitating updates of the offices' libraries and subscriptions to magazine and journals.~~
    - ~~Maintaining and establishing library contacts for the cataloguing of office libraries.~~
- ~~Enhance teamwork and comradery by:~~
  - ~~Facilitating weekly ROP staff meetings, weekly check ins with each office, and any additional departmental activities~~
- ~~Organize and participate in ROP inclusive events (such as VU Late Night, Red Square Info Fair, AS Job Fair, Camus Activities Showcase, etc.) by:~~
  - ~~Coordinating activities, materials, and tabling schedules for ROP involvement in these events.~~
- ~~Assess and track office use and program quality by:~~
  - ~~Developing and maintaining tracking systems in order to assess client use, frequently asked questions/concerns, etc.~~
  - ~~Collecting office traffic forms on Surveymonkey.com.~~
  - ~~Collecting audience evaluations, including audience demographics, promotion success, relevance and success of the program in meeting needs of the student body, etc. at all events and enter results in surveymonkey.com.~~

## Position Responsibilities

- Ensure that ROP Financial decisions are made responsibly and properly by:
  - Reviewing all departmental budgets on a monthly basis
  - Evaluating each budget regularly to assess expenditures
  - Filling out budget forms per AS/ROP standards
  - Serve as Administrative ROP Budget Authority and serve as co-budget authority for the ROP offices.
  - Providing information and connection to departmental, organizational, and campus funding sources.
- Ensure that all ROP employees are adequately trained by:
  - Conducting new employee orientation in Fall Quarter, including departmental training of coordinators, assistants, and hourly staff and assisting the training of work studies and volunteers
  - Offering training pertinent to the ROP throughout the year.
  - Providing information and education at ROP staff meetings.
  - Planning staff appreciation activities and acknowledging achievements on a regular basis, at least once a quarter

- Ensure ROP staff members are fulfilling their job responsibilities by:
  - Regularly meeting with the Advisor of the ROP to discuss personnel and programming questions and concerns.
  - Conducting one-on-one staff meetings with ROP offices at least every other week as well as managing all seven ROP Coordinators ~~and the Assistant Director.~~
  - Chairing the Resource and Outreach Programs Staff meetings at least three times per month
  - Planning long and short term goals for the department with the ROP staff and the Advisor
  - Collecting supervisor and employee evaluations at the end of the quarter and providing one-on-one meetings with office coordinators to discuss job performance.
  - Mediating and resolving conflicts within the department
  - Providing training and tools for conflict and communication within working relationships
  - Serving as a resource for referrals or information about employee expectations and consequences of negligence of the ethics codes.
- Ensure ROP events are catering to needs of students by:
  - Setting deadlines for expenditure requests, budget proposals, and other paperwork
  - Facilitating the collection of audience evaluations on SurveyMonkey.com.
  - Maintaining program planning worksheets, co-sponsorship records and agreement forms, contracts, and programmer event evaluations for all ROP offices to assist in future planning.
  - ~~Manage and distribute AS ROP Supplemental Funding to appropriate departmental programs.~~
  - Attending ROP events on a regular basis, at least once per office per quarter.
- Promote campus awareness of the Resource and Outreach Programs by:
  - Coordinating publicity for the Resource & Outreach Programs, including but not limited to posters, bookmarks, banners, Facebook.com page, and more.
  - Being available for speaking engagements, newspaper, and radio interviews as needed.
  - ~~Working closely with the Director's Assistant to~~ Create a promotion plan for the ROP
- Act as departmental liaison to the AS organization and campus community by:
  - Serving on the following committees:
    - ~~AS Activities Council (or designate alternate ROP representative)~~
    - AS Management Council
    - Work Study and salaried staff hiring committees
    - Serve on the AS Fall Staff Development planning committee during summer quarter
  - Establishing appropriate working relationships with:
    - Associated Students Productions
    - Associated Students Board of Directors
    - AS Publicity Center
    - AS Personnel Office
    - AS Environmental and Sustainability Programs
    - AS Representation and Engagement Programs
    - AS Ethnic Student Center
    - AS Club Coordinator
  - Establishing departmental connections with:
    - Prevention and Wellness Services
    - Equal Opportunity Office
    - disAbility Resources for Students
    - Center for Law, Diversity and Justice

**Salary**

This position will receive a pay grade X, FTE 1.00 which is approximately \$9,740 per position term.

**Reportage**

This position reports directly to the Vice President for Business and Operations.

This job description is subject to change in accordance with the AS Employment Policy.

The Associated Students is an Equal Opportunity Employer.

Revised