Associated Students of Western Washington University
AS Resource & Outreach Programs
AS Veterans Outreach Center Coordinator

About the Position
The AS Veterans Outreach Center (VOC) Coordinator is responsible for fulfilling the office mission statement and coordinating and supervising the events and day-to-day operations of the VOC.

Position Classification
Coordinators provide programming for the Associated Students as a whole and facilitate events, offices and groups throughout the Western and Bellingham community. Coordinators report to department directors or supervisors. Specific duties include but are not limited to: Event programming, departmental budget authority, coordinating specific office functions, performing administrative work, supervising assistant coordinators, promote office and events, and maintain and update programming resources for the department.

About the Department
The Associated Students Resource & Outreach Programs (ROP) provides 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.

The Veterans Outreach Center (VOC) is dedicated to providing a confidential and non-judgmental source of support and community for student veterans and their allies. The VOC does this by providing an informal social support network, events, safe space, resources and referrals. In addition, the VOC is an advocate for veterans on Western’s campus and strives to create a united community dedicated to support and understanding.

Terms of Position
This is a three quarter position. This position starts the Monday two weeks before the start of classes fall quarter and ends the Friday of finals week the following spring quarter. This position works an average of 15 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

- Organizational and time management skills
- Ability to communicate and work effectively with a wide variety of people on Western's campus and in the Bellingham community
- Ability to work independently and responsibly, while supervising others
- Ability to work collaboratively with multiple people and organizations
- Ability to work within deadlines and problem solve
- Ability to work flexible hours
- Budget management knowledge or experience
- Basic knowledge of department and position specific responsibilities
- Knowledge of or experience with event planning
- Knowledge of Veteran’s issues and identities
- Ability to speak in front of large crowds
- Knowledge of or experience with event planning
- Ability to facilitate small group discussion/interaction

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.

AS Resource and Outreach Programs Responsibilities

- Empower and support the Associated Students membership with information, activities, and peer education by:
  - Maintaining 10 regular posted office hours for students to utilize office safe space, access resources, and seek peer education.
  - 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.
  - 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.
- Collecting and inputting 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.

**Veteran Outreach Center Responsibilities**

- **Develop and enhance the teamwork, communication, and effectiveness of the VOC by:**
  - Coordinating all office meetings as necessary.
  - Establishing and maintaining an effective working relationship with all VOC staff.
  - Planning short and long-term goals for the VOC with office staff and the ROP Director.
  - Continually receiving feedback from participants of events and services through appropriate means of evaluation.
  - Maintaining continual communication with VOC staff and interns outside of meetings.

- **Promote Veteran events and services to the campus community by:**
  - Being aware of and promoting Veteran related events.
  - Fostering and enhancing working relationships and communication with all Veteran clubs and organizations on campus.
  - Publicizing VOC services, programs, and events through social networking, Publicity Center requests, and other media.

- **Foster working relationships with related campus and community resources by:**
  - Collaborating with related clubs and organizations on campus.
  - Regularly communicating and/or cosponsoring with appropriate organizations including, but not limited to, the Veteran’s Center, Veteran’s Relief Fund, Vet Corp Navigator, Veterans Affairs, and Veterans Health Care.

- **Create an atmosphere of Veteran-inclusivity within the office and programs by:**
  - Portraying a diverse representation of the Veteran identity.
  - Striving to include all gender identities and expressions within the office.
  - Specifically outreaching to marginalized identities within the Veteran community.

- **Provide educational, social, and community building opportunities to the campus community by:**
  - Developing 2-4 events per quarter including the following:
    - Coordinating at least one event each year that provides the opportunity for student Veterans to share their experiences (for example, the Soldier’s Stories and Soldiers after War panels).
    - Ensuring the balance of educational and social programming offered by the office.
    - Co-sponsoring with at least three other ROP offices in the academic year.
Position Responsibilities

- **Use student fees in a responsible and proper manner by:**
  - Serving as co-budget authority with the ROP Director for the budgets of the Veteran’s Outreach Center and Veteran’s Day Ceremony.
  - Developing quarterly and annual budget plans and projections.
  - Reviewing, tracking, and maintaining budgets on a regular basis.

- **Ensure that the Veteran’s Outreach Center serves the diverse needs of the student body by:**
  - Completing a beginning of the year assessment of student Veteran needs and interests.
  - Coordinating the process of establishing short and long-term goals within the VOC.
  - Serving as the VOC's primary liaison to the Western community.
  - Regularly debriefing events with staff and interns.
  - Assessing the needs of the office in order to be more inclusive (books, visual representation, programming topics and materials, resources, etc.).

- **Foster a safe and inclusive campus for Veterans by:**
  - Ensuring that programs and publicity originating from the office are inclusive and span a wide range of identities.
  - Serving as or appointing a representative from the VOC to the Westerns Veterans Club.

- **Deliver educational, social, and community building opportunities to the campus community by:**
  - Ensuring the balance of educational and social programming offered by the office.
  - Coordinating informal social gatherings/dinners at least once per month to build and strengthen the veteran community.
  - Participating in the Veteran Affairs Office’s New Student Veteran sponsorship program.
  - Planning and implementing a Veteran’s Day Ceremony.
  - Spending one weekly office hour in the Veteran’s Affairs Office, coordinated with Veteran’s Certifying Official.

Salary

This position will receive $6,006 per position term (approximately $299 twice per month).

Reportage

This position reports directly to Resource & Outreach Programs Director.

This job description is subject to change in accordance with the AS Employment Policy.
The Associated Students is an Equal Opportunity Employer.
Revised February 19, 2014 by motion ASB-14-W-37.