The Carleton University Students Association is an incorporated, not-for-profit, student-run organization dedicated to enriching the undergraduate student experience through events, advocacy efforts, and services.

**POSITION DESCRIPTION**

Position Title: Unified Support Centre Administrator  
Reports to: Services Manager  
Department: Service Centres  
Date Revised: August 16, 2021  
Union: CUPE 3011  
Salary Range: $45,000  
Hours: 35 hrs/week

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**OBJECTIVE OF THE POSITION**

The Unified Support Centre Administrator will manage the day-to-day operations of the USC by building an urgent care support framework that supports safe walks, the food bank program, and various health and safety initiatives.

**CORE COMPETENCIES**

- Written and Oral Communication Skills  
- Decision Making  
- Time Management  
- Planning & Organizational Skills  
- Independence & Teamwork  
- Networking & Relationship Building  
- Accountability  
- Creative & Innovative Thinking  
- Confidentiality
DUTIES & RESPONSIBILITIES

- Develop and maintain a comprehensive urgent care support framework at the Carleton University Students’ Association.
- Collaborate with cross-functional teams such as CUSA Communications, CUSA Finance, CUSA Clubs and Societies, and the greater CUSA body to develop, maintain, and promote services.
- Champion the establishment and growth of organizational partnerships within Carleton University and the greater Ottawa community.
- Pursue grants and fundraising opportunities to benefit and expand program delivery.
- Prepare a yearly budget encompassing the Unified Support Centre’s financial needs.
- Organize and supervise comprehensive student outreach and awareness campaigns, including but not limited to class talks, tabling sessions, and Carleton University departmental partnerships to ensure service awareness.
- Organize and host tri-annual Applied Suicide Intervention Skills Training (ASIST) and Mental Health First Aid (MHFA) courses for the student body.
- Maintain and resupply all CUSA and Unified Support Centre first aid kits, including kits used in the Borrow a First Aid Kit service.
- Plan, supervise, and compile bi-annual safety surveys of Carleton University.
- Supervise the purchase, use, maintenance, and upkeep of a Unified Support Centre vehicle.
- Develop, fund, and integrate a comprehensive housing support service for students.
- Maintain and develop secondary services, such as the ChargeBar charging systems.
- Improve and sustain the Unified Support Centre’s volunteer onboarding, service delivery, and retention structure.
- Expand reliable, results-oriented food and safety-related support services.
- Supervise and support the Unified Support Operations Coordinator in supervising evening service delivery, including the Emergency Food Assistance, Good Food Box, Safe Walk, Walk and Talk, Borrow a First Aid Kit, and Guardian Program event team services.
- Supervise and support the Unified Support Volunteer Coordinator in screening and training new Unified Support Centre volunteers.
- Remain accessible and responsive to volunteer and coordinator input.
- Participate in service delivery where needed.
- Write monthly reports, compile daily/monthly metric collection, ensure the organization and maintenance of office technology and space.
QUALIFICATIONS / EXPERIENCE

- A Post-Secondary Diploma or a Degree or a minimum of 2 years related work experience
- Excellent organizational skills
- Excellent communication and interpersonal skills
- Flexible with the ability to work under pressure and meet deadlines
- Outstanding motivation to work in both group settings with volunteers and independently
- Exemplary writing ability
- Proficient in the use of computers, with practical experience in the use of current software applications i.e. Excel, Google Suite
- Awareness and sensitivity to issues including, but not limited to: trans/bi/homophobia, sexism, racism, ableism and ageism
- A passion for providing student-focused, service-based support
- Knowledge and training in areas including but not limited to: mental health first aid, first aid, and peer support
- Willingness to obtain and maintain Applied Suicide Intervention Skills Training, Mental Health First Aid, Standard First Aid CPR/AED C, and First Responder BLS certificates (training is provided)
- Prior management experience and familiarity with CUSA and Carleton University organizational structures are ideal
- A flexible schedule, including the motivation to work evening shifts to support service delivery, is a benefit.*

*Evening shifts (18:00 – 02:00) are recommended to supervise service delivery times not covered by the Unified Support Centre Operations Coordinator and the Sentinel volunteer leaders, to ensure that the Unified Support Centre Administrator maintains operational experience, and to allow the Unified Support Centre Administrator to assist the Operations Coordinator in leading Guardian Program event teams. CUSA is flexible with the Unified Support Centre Administrator working hours and is open to modifying the Administrator’s schedule to include evening shifts per their request.

HOW TO APPLY

Please send a resume, cover letter, and contact information for two (2) references to Services Manager, Adil Tahseen at adil.tahseen@cusaonline.ca. The deadline to apply is September 8, 2021.