

## **Memorandum**

**Regarding:** Restructuring the AS QRC Weekly Series Coordinator position

February 29, 2012

The Weekly Series is designed to be a consistent safe space for queer people on campus with weekly educational and social meetings. When it was created, only the Queer Resource Center (then named the Lesbian Gay Bisexual Transgender Alliance) and the club Queer People of Color (then named Brown Pride) existed as resources for queer students. The Weekly Series, then, filled an important service gap.

Today, there are four new clubs that serve queer students: Queers and Allies for Activism, Transport, Queer Women Educating and Supporting Together, and Equal Rights Washington-Vikings. These clubs provide a consistent safe space through weekly educational, social, and support meetings. Each club reports attendance of 10-30 people per week, as Weekly Series attendance has decreased to 5-10 people per week.

Low attendance affects event quality. Discussions are harder to maintain, bringing expensive presenters becomes less economical, and socializing is strained. One of the most common complaints on audience evaluation forms is low attendance, and suggestions to improve events often revolve around bringing more people.

The Weekly Series Coordinator has been listening to the suggestions of queer people on campus to improve the events. Feedback was gathered through last year's Mid-Year Assessment, and informal feedback has been gathered through conversations with people in the office and at Weekly Series events. Suggestions have included specific topic ideas, movies, speakers, moving the events to an earlier time, and co-sponsoring with clubs. Each of these suggestions have been taken into consideration and implemented. None have improved attendance generally. Larger events such as movie showings and events with speakers have had lower attendance than expected and attendance too low to justify the cost of the event. The new and earlier time (4-6pm rather than 7-9pm) further reduced attendance. Events co-sponsored with clubs have also seen lower than average attendance, with little to no club members attending.

It is the opinion of the Weekly Series Coordinator who has held this position since Fall 2010, after much consideration, that Weekly Series is now a duplicate service that no longer serves the student body. However, the Weekly Series Coordinator position should be restructured not removed.

The Queer Resource Center is one of the most visible, highly utilized offices in the AS. Three coordinators are necessary to handle the demand for safe space, peer counseling and referral services, the resource library, meetings with staff and faculty, classroom presentations, campus education, and programming. The Weekly Series Coordinator position also serves the role of providing educational programming, allowing the Coordinator and Assistant Coordinator to focus on large social events with high attendance such as: The Ice Cream Social, Rocky Horror Picture Show, Pride Prom and Homocoming, the Drag Show, and the Queer Experience.

The new position should then be focused on providing educational experiences for students, both in the form of programming and classroom presentations. The QRC receives numerous requests to give classroom presentations and to work with staff and faculty. This responsibility is not currently delegated to a particular position. The new position should be responsible for these presentations and meetings, in addition to 3-4 educational programs per quarter and could co-facilitate the Guess the Straight Person Panel program with the Assistant Coordinator. The reduced programming requirement will allow this position more flexibility and time to invest in classroom presentations and general campus education projects. It would also make the summer hours currently designated for this position unnecessary as they were designed to help prepare for a series of events starting the second week of the quarter. Removing these summer hours would save the AS approximately \$150 for 15 hours of work.

The Weekly Series as currently structured is an unnecessary and duplicate service. The proposed changes will allow the Queer Resource Center to better serve student and the broader campus community.



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

AS Resource and Outreach Programs

AS Queer Resource Center Education Coordinator

### **About the Position**

The AS Queer Resource Center Education Coordinator outreaches to and educates the campus community on Queer issues and identities.

### **Position Classification**

Assistant Coordinators provide programming support to the Associated Students as a whole and facilitate events, offices and groups throughout the Western and Bellingham community.

Assistant Coordinators report to department coordinators. Specific duties include but are not limited to assisting with event programming, coordinating specific office functions, performing administrative work and maintaining and updating programming resources for the department.

### **About the Department**

The Associated Student 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 AS Queer Resource Center (QRC) provides non-judgmental and unbiased programs, safe space services, and resources to students who identify as Queer and their allies. The QRC does this by outreaching and building community among Western students of all diverse backgrounds, advocating and educating about the Queer identity through a variety of events and an extensive library, networking Queer clubs, providing counseling services, and confronting prevalent issues within the Queer community.

### **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 10 credits for undergraduates and 8 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.
- Ability to work independently and responsibly.
- Ability to work collaboratively with multiple people and organizations.
- Ability to work within deadlines and problem solve.
- Ability to work flexible hours.
- Basic knowledge of department and position specific responsibilities.
- Knowledge of or experience with event planning
- Knowledge of Queer issues and identities
- Experience in group facilitation

### **AS Employment Responsibilities**

- Serve the membership of the Associated Students in a professional and ethical manner by:
  - o 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,
  - o Attending all AS staff development events including pre-fall orientation,
  - o Being knowledgeable of the AS organization and its general operations,
  - o Serving on search committees as designated by the AS Personnel Director.
- Ensure the continuity and legacy of this position by:
  - o Working with supervisor and Personnel Director to revise and update position job description.
  - o 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.

### **AS Resource and Outreach Programs Responsibilities**

- Empower and support the Associated Students membership with information, . activities, and peer education by:
  - o Maintaining 10 regular posted office hours for students to utilize office safe space, access resources, and seek peer education,
  - o Providing unbiased, nonjudgmental, and accurate information and services to students,
  - o Maintaining up-to-date records and information of on and off campus services in order to provide effective referrals,
  - o Providing a confidential, safe, and inclusive space for students,
  - o Maintaining client confidentiality in conversations, written correspondence, and any other forms of communication
  - o Updating office libraries, magazine and journal subscriptions, and contacts for library cataloguing.
- Ensure the smooth, effective operations of the Resource & Outreach Programs by:
  - o Attending weekly ROP staff meetings, office check-ins, and any additional departmental activities.
  - o Promoting teamwork and collaboration throughout all the ROP offices,
  - o 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
  - o Establishing and maintaining active working relationships with other ROP team members.

- Provide the most relevant and effective resources, outreach, and programming by:
  - o Developing and maintaining tracking systems in order to assess client use, frequently asked questions, concerns, office visits, and other usage statistics,
  - o Collecting and inputting office traffic forms.
  - o 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.

### **Queer Resource Center Responsibilities**

- Develop and enhance the teamwork, communication, and effectiveness of the QRC by:
  - o Attending all office meetings as scheduled by the QRC Coordinator,
  - o Participating in the development and implementation of the QRC midyear assessment
  - o Establishing and maintaining an effective working relationship with all QRC staff
  - o Plan short- and long-term goals for the QRC with office staff and the ROP Director
- Promote Queer events and services with the campus community by:
  - o Being aware of and posting Queer related events to the physical and online Queer Calendar of Events.
  - o Fostering and enhancing working relationships and communications with all Queer clubs and organizations on campus
  - o Publicizing QRC services, programs, and events pertinent to position purview through social networking, Publicity Center requests, and other things.
- Foster working relationships with related campus and community resources by:
  - o Collaborating with all Queer-related clubs and organizations on campus
  - o Regularly communicating and/or cosponsoring with appropriate organizations including, but not limited to, the Evergreen AIDS Foundation, Sean Humphrey House, Partners Promoting Equality, Western's Counseling Center, the LGBT Advocacy Council, and the Queer Youth Project.
- Create an atmosphere of Queer-inclusivity within the offices and programs by:
  - o Portraying a diverse representation of the Queer identity
  - o Striving to include all gender identities and expressions within the office
  - o Outreaching specifically to marginalized identities within the Queer community

### **Position Responsibilities**

- Deliver educational opportunities on Queer issues to the campus community by:
  - o Completing this task.
  - o Coordinating at least three events per quarter
  - o Putting on a Coming Out Stories event within a week of National Coming Out Day
  - o Arranging for guest presenters
  - o Presenting topics and/or facilitating discussions at some events
  - o Maintaining a balanced representation in programming for/about multiple identities
  - o Outreaching to faculty to solicit opportunities to give class presentations
  - o Working with the Assistant Coordinator on Guess the Straight Person Panels
- Ensure that the QRC provides quality programming to the campus community by:

- o Assessing the needs and interests of the community
- o Making necessary facility reservations
- o Completing all programming paperwork on time
- o Performing other duties as needed or assigned by the QRC Coordinator or the ROP Director

**Salary**

This position will receive a pay grade , FTE IOC which is approximately \$ ,001 per position term.

**Reportage**

This position reports directly to the ROP Director during the summer and the QRC Coordinator during Fall, Winter, and Spring.

This job description is subject to change in accordance with the AS Employment Policy.  
The Associated Students is an Equal Opportunity Employer. Revised March 8, 2012.

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

Resource and Outreach Programs

Queer Resource Center Weekly Series Coordinator

### **About the Position**

The Queer Resource Center Weekly Series Coordinator plans and implements the QRC's regular weekly program.

### **Position Classification**

Assistant Coordinators provide programming support to the Associated Students as a whole and facilitate events, offices and groups throughout the Western and Bellingham community.

Assistant Coordinators report to department coordinators. Specific duties include but are not limited to assisting with event programming, coordinating specific office functions, performing administrative work and maintaining and updating programming resources for the department.

### **About the Department**

The Associated Student Resource & Outreach Programs (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.

The AS Queer Resource Center (QRC) provides non-judgmental and unbiased programs, safe space services, and resources to students who identify as Queer and their allies. The QRC does this by outreaching and building community among Western students of all diverse backgrounds, advocating and educating about the Queer identity through a variety of events and an extensive library, networking Queer clubs, providing counseling services, and confronting prevalent issues within the Queer community.

### **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. This position requires 15 hours of work to be done over the summer for the planning and coordination of fall quarter's Weekly Series events, to be coordinated by the ROP Director.

### **AS Employment Qualifications**

- Maintain a minimum credit load throughout term of position of 10 credits for undergraduates and 8 credits for graduates.

- Maintain a minimum of a 2.00 cumulative grade point average.
- Ability to complete the entire term of the position.
- Must have continually possessed a valid driver's license over the past 24 months.

#### **Preferred Qualifications**

- Organizational and time management skills.
- Ability to communicate and work effectively with a wide variety of people.
- Ability to work independently and responsibly.
- Ability to work collaboratively with multiple people and organizations.
- Ability to work within deadlines and problem solve.
- Ability to work flexible hours.
- Basic knowledge of department and position specific responsibilities.
- Knowledge of or experience with event planning
- Knowledge of Queer issues and identities
- Experience in group facilitation

#### **AS Employment Responsibilities**

- Serve the membership of the Associated Students in a professional and ethical manner by:
  - o 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,
  - o Attending all AS staff development events including pre-fall orientation,
  - o Being knowledgeable of the AS organization and its general operations,
  - o Serving on search committees as designated by the AS Personnel Director.
- Ensure the continuity and legacy of this position by:
  - o Working with supervisor and Personnel Director to revise and update position job description.
  - o 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.

#### **AS Resource and Outreach Programs Responsibilities**

- Empower and support the Associated Students membership with information, . activities, and peer education by:
  - o Maintaining 7 regular posted office hours for students to utilize office safe space, access resources, and seek peer education,
  - o Providing unbiased, nonjudgmental, and accurate information and services to students,
  - o Maintaining up-to-date records and information of on and off campus services in order to provide effective referrals,
  - o Providing a confidential, safe, and inclusive space for students,
  - o Maintaining client confidentiality in conversations, written correspondence, and any other forms of communication
  - o Updating office libraries, magazine and journal subscriptions, and contacts for library cataloguing.
- Ensure the smooth, effective operations of the Resource & Outreach Programs by:
  - o Attending weekly ROP staff meetings, office check-ins, and any additional departmental activities.

- o Promoting teamwork and collaboration throughout all the ROP offices,
- o 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
- o Establishing and maintaining active working relationships with other ROP team members.
- Provide the most relevant and effective resources, outreach, and programming by:
  - o Developing and maintaining tracking systems in order to assess client use, frequently asked questions, concerns, office visits, and other usage statistics,
  - o Collecting and inputting office traffic forms.
  - o 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.

### **Queer Resource Center Responsibilities**

- Develop and enhance the teamwork, communication, and effectiveness of the QRC by:
  - o Attending all office meetings as scheduled by the QRC Coordinator,
  - o Participating in the development and implementation of the QRC midyear assessment
  - o Establishing and maintaining an effective working relationship with all QRC staff
  - o Plan short- and long-term goals for the QRC with office staff and the ROP Director
- Promote Queer events and services with the campus community by:
  - o Being aware of and posting Queer related events to the physical and online Queer Calendar of Events.
  - o Fostering and enhancing working relationships and communications with all Queer clubs and organizations on campus
  - o Publicizing QRC services, programs, and events pertinent to position purview through social networking, Publicity Center requests, and other things.
- Foster working relationships with related campus and community resources by:
  - o Collaborating with all Queer-related clubs and organizations on campus
  - o Regularly communicating and/or cosponsoring with appropriate organizations including, but not limited to, the Evergreen AIDS Foundation, Sean Humphrey House, Partners Promoting Equality, Western's Counseling Center, the LGBT Advocacy Council, and the Queer Youth Project.
- Create an atmosphere of Queer-inclusivity within the offices and programs by:
  - o Portraying a diverse representation of the Queer identity
  - o Striving to include all gender identities and expressions within the office
  - o Outreaching specifically to marginalized identities within the Queer community

### **Position Responsibilities**

- Deliver educational, social, and community building opportunities to the campus community through the QRC Weekly Series by:
  - o Assessing the needs and interests of the community
  - o Planning events in accordance with the allocated QRC Weekly Series budget including



- o Coordinating at least 8 events per quarter, maintaining a balance between presentation-based, educational-based, and social events
  - o Putting on a Coming Out Stories event within a week of National Coming Out Day
  - o Arranging for guest presenters
  - o Making necessary facility reservations
  - o Presenting topics and/or facilitating discussions at some events
  - o Maintaining a balanced representation in programming for/about multiple identities
  - o Performing other duties as needed or assigned by the QRC Coordinator or ROP Director
  - o Establishing, posting, and maintaining 7 office hours per week
  - o Devoting an average of 15 hours per week to AS business.
- Ensure this result by:
    - o Completing this task,
    - o Completing this task.

**Salary**

This position will receive a pay grade , FTE IOC which is approximately \$ ,001 per position term.

**Reportage**

This position reports directly to the ROP Director during the summer and the QRC Coordinator during Fall, Winter, and Spring.

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