

## VCE Summer School 2024 Role Description

### *Volunteer Operations Tutor*

The Operations Team is responsible for assisting with the logistics and administration of the program. They ensure that spaces are maintained, equipment for activities and workshops is secured, and that classes run according to the timetable. This role requires practised organisation and problem-solving skills, a proactive mindset and enthusiasm, and the ability to work under pressure in a team environment.

This role must be held alongside the Subject Tutor role, as described in the Volunteer Subject Tutor Role Description.

<b>Title</b>	Volunteer Operations Tutor
<b>Number of positions</b>	10-12
<b>Desirable Attributes</b>	<ul style="list-style-type: none"> <li>• Communication and teamwork</li> <li>• Initiative and problem-solving skills</li> <li>• Attention to detail</li> </ul>
<b>Skills Developed in this Role</b>	<ul style="list-style-type: none"> <li>• Logistics, venue and timetable management systems</li> <li>• Service and communication for diverse stakeholders</li> <li>• Technical skills for information or audiovisual systems</li> </ul>
<b>Main duties and responsibilities</b>	<p>Before the program:</p> <ul style="list-style-type: none"> <li>• Engage in training run by the Operations Coordinator (about 5 hours over October to December).</li> <li>• Provide logistics and service support at Tutor Refresher Day (5 January). <ul style="list-style-type: none"> <li>o Prepare the Operations Help Desk for the program.</li> <li>o Assist tutors and students with enquiries.</li> <li>o Distribute materials to tutors and students.</li> </ul> </li> <li>• With guidance from the Directors, plan critical program systems including: <ul style="list-style-type: none"> <li>o Tutor and student attendance</li> <li>o One-on-one tutoring and guided private study</li> <li>o Administration of program feedback surveys</li> <li>o Management of late venue and tutor changes</li> </ul> </li> </ul> <p>During the program:</p> <ul style="list-style-type: none"> <li>• Receive and resolve enquiries from all program participants. <ul style="list-style-type: none"> <li>o Monitor designated Operations contact points, including the Help Desk and email, as rostered by the Coordinator.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>o Assist tutors and students with issues regarding program activities in a prompt and friendly manner.</li> <li>o Refer issues to the Coordinator or Directors if unable to solve.</li> <li>• Problem-solve issues relating to timetabling, venues, attendance and online systems. <ul style="list-style-type: none"> <li>o Assist with timetable and venue changes and communicate new information to tutors and students.</li> <li>o Monitor tutor attendance and manage unscheduled absences, so that all classes can go ahead with a tutor present.</li> </ul> </li> <li>• Organise one-on-one tutoring, guided private study, and feedback surveys, including recruiting other tutors to assist where needed.</li> <li>• Manage physical and digital spaces and keep equipment and documents in an orderly and secure manner. <ul style="list-style-type: none"> <li>o Maintain a common area for students, including any necessary signs, notices, set up and clean up.</li> <li>o Distribute materials for tutors and students, including timetables, subject booklets, tutor-requested printing and Zines.</li> <li>o Maintain a log of Operations enquiries and their resolution or referral strategy.</li> </ul> </li> <li>• Coordinate with other teams to ensure they have the necessary materials, space and volunteers.</li> <li>• Work effectively and collaboratively in the Operations team.</li> </ul>
	<p>Directors Operations Coordinator</p>

**Time Commitment**

Before the program, the Operations Team is expected to attend training run by the Operations Coordinator over October and December. The Operations Team will also need to attend Tutor Refresher Day on 5 January. The pre-program time commitment for these responsibilities is expected to be 15-20 hours.

The Operations Help Desk will need to operate during program hours from 9:00am-5:00pm each day. Team members will also be required to attend a debrief at the end of each day, as required by the Operations Coordinators. The on-program time commitment for these responsibilities is expected to be about 30 hours.

Volunteering in this role addresses educational disadvantage and empowers University students by building interpersonal and professional skills. The VCESS program develops volunteer confidence and expertise, fosters positive and constructive partnerships, and increases UMSU visibility and recognition, which contributes to UMSU's Strategic Goals.

### **Benefits Common to all Roles**

- Opportunity to support younger students experiencing educational disadvantage.
- Training in teaching strategies, inclusion and child safety.
- Development of communication, collaboration and time management skills.
- Access to VCESS social activities, before and during program.
- Experience working with diverse people and new connections with participants.

### **Responsibilities Common to all Roles**

All volunteers fulfil the responsibilities of a VCESS Subject Tutor alongside any other roles, as per the Volunteer Subject Tutor Role Description. Additionally, they must:

Engage positively and appropriately with students, including:

- Be a mentor (both personally and academically) to students whilst maintaining a level of professionalism appropriate to the program.
- Communicate concerns about students' progress or welfare to the Welfare Team, Residential Coordinator and Directors as appropriate.
- Be committed to promoting an inclusive and welcoming environment within the VCESS community for all students and tutors.
- Hold a current and valid Working With Children Check, sign the relevant indemnity form and agree with all terms and conditions stated therein by the commencement of the program.

Prepare adequately for program commitments, including:

- Complete any required training for your roles, including compulsory tutor training in December, or organise an alternative with Program Directors.
- Notify the Program Directors of any changes to your availability to volunteer.
- Notify the Program Directors of any changes to personal circumstances which may impact your ability to perform the role safely.

Follow program rules and procedures, including:

- The UMSU Acceptable Conduct, Child Safety and Volunteering Policies; and the VCESS Tutor Code of Conduct.
- Ensure that students follow the rules of the program.
- Assist in the event of an unforeseen emergency.