TEAM LEADER (TL)
POSITION PROFILE

POSITION SUMMARY
Reporting to the Assistant Program Coordinator, Team Leaders are McMaster full-time staff or alumni who will work in cooperation with one or more Assistant Team Leaders (ATLs) to guide 12-50 participants through the MacServe Reading Week service-learning experience.

Team Leaders (TLs) are vital to the success of the Mac Serve Reading Week program. TLs provide time, leadership, energy and motivation to the effective planning and implementation of the program. TLs will be a positive role model and mentor for student participants and remain diligent in an effort to maximize student learning. TLs will be required to be the primary contact between the service-learning team and any community groups and therefore should strive to ensure harmonious, reciprocal partnerships.

TLs are the primary ambassadors of McMaster University in the execution of the service-learning placement and as such it is imperative to act with tact, diplomacy and friendliness when interacting with students, staff, and other faculty from McMaster University and with the staff, volunteers and clients at partnering community organizations.

TLs must be aware of the need to minimize risk to students. Team Leaders must also be conscious of protecting the University’s relationship with the community. Errors in judgment could have very public consequences seriously affecting the reputation of McMaster, the continuation of the MacServe Reading Week Service-Learning program and the protection of our relationships with community organizations.

TLs are considered volunteers of the Student Success Centre.

Responsibilities
A. Time Commitments and Training
   Fall Semester
   • Read all manuals and other assigned readings
   • Assist with Assistant Team Leader Selection, if available (Week of November 20, 2015 - Times and Dates TBA)
   • One full-day Pre-Departure Meeting (December, 2016 – 10am-5pm)
   • Meetings with SSC and Assistant Team Leader as Needed

   Winter Semester
   • Three-one hour Assistant Team Leader + Team Leader Meetings (Date and Time TBA)
   • One full-day Pre-Departure Meeting (January, 2017 – 10am-5pm)
   • Trip Dates (February 20-26, 2017)
   • Final reflection (March, 2016-Time TBA)
   • Reports Due: April 24, 2017
B. Leading and Learning
- Lead by example and be an enthusiastic participant in all aspects of the trip, including pre-trip training, service placements and living accommodations
- Assist with debrief facilitation and reflection (guidelines and directions will be provided); this includes asking questions, offering ideas and participating fully in group activities
- Encourage curiosity and critical thinking among participants; engaging participants in discussion in and outside of reflection periods
- Maintain a positive attitude in spite of challenges, help participants find learning in all experiences
- Advise and coach the Assistant Team Leader (ATL) as they engage in planning for the experience
- Provide encouragement and constructive feedback to ATL in all aspects of team dynamic management, meeting/reflection facilitation and logistics coordination as appropriate
- Consider the programs learning objectives in executing all aspects of the experience

C. Team Success
- Work with other TLs and ATLS as a cohesive team leading the student participants with all the parties having equal input and value.
- Address any participant conflicts or concerns
- Maintain regular and open communication with other TLs and ATLS
- Support student participants by checking in frequently and asking open ended questions; ensure everyone is engaged in the program and consulted in group decisions
- Monitor student participation and attendance and follow up with individuals as necessary
- Mitigate participant conflicts and concerns and encourage participants to think more broadly about the volunteer service they are doing

D. Community Partner Relationships
- Positively shape the long-term relationships between McMaster University and community partners
- Consult the Student Success Centre if unsure how to approach a difficult situation

E. Pre-Trip Responsibilities
- Commit time leading up to the experience for training and preparation. (This information will be provided in the first orientation meeting.)
- Help to build a cohesive and effective project team- this may be done through social activities, online communities etc...
- Design and provide content for pre-departure meetings as decided by ATL, TL and SSC staff
- Attend all mandatory orientation and professional development sessions and participate fully
- Assist the facilitation of pre-departure meetings by adding to discussion, posing questions and gaining comfort with group facilitation skills.
- Monitor attendance at all pre-trip meetings and follow up with any participant absences.
F. Throughout Trip
- Check-in meetings each day with the ATLs to discuss the day’s highlights, successes and challenges. Report this information to SSC staff at pre-determined intervals.
- Take any action necessary to ensure safety and security of participants including implementing safety protocols, addressing participant behavior or altering the trip’s itinerary/schedule.
- Ensure participants are aware of and abide by any policies and procedures outlined by a community partner/agency.
- Ensure that participants are acting within safety guidelines and risk management understandings as addressed in the approval forms (to be supplied). Any potentially unsafe situations or actual harm to any participants should be immediately reported to the Student Success Centre.
- Manage the budget and finances of the team while on project. Resources and guidelines will be supplied from the SSC to assist with this responsibility. This will require either a) use of a credit card (work or personal) or managing a cash advance.
- Coordinate logistics during the week including the movement of participants, meal teams and schedules, room assignments, meeting preparation, clean-up and activities.
- Initiate and facilitate daily debriefs, meetings and structured reflection sessions with the Team Leaders (using a variety of provided exercises).
- Go with the flow and stay positive and flexible.
- Be reasonably aware of each participant’s whereabouts at all times.
- Live in the same accommodation as participants.

G. Post Trip Responsibilities
- Upon returning from trip, assist with collecting information or other administrative tasks (ie assessment and evaluations).
- Facilitate one Final Reflection meeting.
- Assist with the organization of the ‘Online Showcase’ to promote Mac Serve Reading Week to the wider campus through the use of Learning Portfolios.
- Ensure all financial and budgeting responsibilities are wrapped up and submitted in a timely fashion.
- Write a 2-3 page report (guidelines will be provided).

REMUNERATION
Team Leaders will receive an honorarium covering 100% of the cost of participating in the program.

QUALIFICATIONS
- Experience with or awareness of service-learning
- Up-to-date Emergency First aid and CPR
- Leadership and facilitation skills and experience
- Must be a full-time employee or alumni of McMaster University
- Excellent student or peer reference
INTERESTED IN APPLYING?
Interested applicants are asked to submit a RESUME and a LETTER OF INTENT that addresses the following questions:

1. Why does the Team Leader position interest you? Why does the MacServe Reading Week program interest you?
2. What skills and experiences do you have that would make you a terrific Team Leader?
3. What would you consider to be a challenge in taking on the Team Leader role and how would you address this challenge?
4. If selected, what trip(s) would you be most interested in, and why?

Please submit your resume and letter of intent to Anushay Irfan Khan (aikhan@mcmaster.ca) by Tuesday, November 7th, 2016 at noon.