

Arts and Science Undergraduate Society of Queen's University

HRO (Internal) Policy Manual



Responsibility:	Governance Officer
Approved by:	Assembly
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PART 1: HUMAN RESOURCES

SECTION 1 | GENERAL

1.01.01

The Human Resources Officer (HRO) shall be concerned with affairs regarding the volunteer experience. This shall include, but not be limited to: the hiring process, conflict resolution, training, volunteer appreciation, and evaluations. The HRO shall act as a liaison for all Arts and Science undergraduate students, and act as an objective third-party or as a resource when necessary.

1.01.02

This position will be filled by the end of winter semester of each academic year. The Human Resources Officer will remain a separate body to the Society's employees and volunteers. The Human Resources Officer will be selected by a committee, composed of one voting member of ASUS Assembly or the Advisory Board Chair, the President-elect, and the Vice-President-elect. During their term, the Human Resources Officer cannot concurrently hold another position within the Society.

1.01.03

During the academic year the Human Resources Officer shall:

- i) hold fifteen (15) office hours per week.
- ii) deal confidentially with any internal conflicts or issues within the society by acting as a confidential mediator to resolve any disputes within ASUS;
- iii) be available to any and all applicants to ASUS positions. Any hiring conflicts will also be dealt with by this position;
- iv) consult any member of ASUS Council or knowledgeable bodies on campus for more information or expertise on an issue that arises, if required. For example, the Queen's Equity Office, the Queen's Human Rights Office, or the Queen's Human Resources Office;
- v) meet outside of office hours with anyone who is unable to attend the HR office hours;
- vi) coordinate effective and informative, mandatory educational Conflict Resolution, in conjunction with the Queen's Human Resources Office, for the Executive and Council.

- vii) Conduct two (2) interview reviews, in conjunction with the Director of Training and Analytics, at the end of each major hiring period (September and March), with the intent of gaining feedback from applicants regarding the hiring process and in an attempt to ensure equitable hiring processes.
- viii) Maintain, along with the Vice President (Operations) an updated list of all ASUS volunteers and employees
- ix) Coordinate, in conjunction with the Executive, effective and informative mandatory training prior to the start of classes in the fall term for the Executive and Council. This training must include sessions on:
 - a) Anti-Racism and Allyship, to be presented by the AMS Social Issues Commissioner or the ASUS Equity Commissioner;
 - b) Accessibility, to be presented by a member of the Queen's University Human Rights and Equity Office;
 - c) Positive Space, to be presented by a representative of the Queen's University Positive Space Program;
 - d) Conflict Resolution, to be presented by the ASUS Human Resources Officer.
 - e) Mental Health Anti-Stigma Awareness, to be presented by a representative of the Mental Health Awareness Committee (MHAC) and/or Health, Counseling, and Disability Services (HCDS);
 - f) Intercultural Competence, to be presented by a representative from the Queen's University International Centre (QUIC);
 - g) Leadership Training, to be presented by the ASUS Executive;
 - h) ASUS Financials, to be presented by the ASUS Vice-President;
 - i) Bystander Intervention Training, to be presented by a representative of the Bystander Intervention Program from the Student Experience Office
- x) Coordinate, in conjunction with the Director of Training and Analytics, effective and informative, mandatory training each fall term for all Chairs, Directors, and Deputies, with the support of the Equity Commissioner. This training must include sessions on:
 - a. Anti-Racism and Allyship, to be presented by the AMS Social Issues Commissioner or the ASUS Equity Commissioner;
 - b. Accessibility, to be presented by a representative of the Queen's University Human rights and Equity Office;
 - c. Mental Health Anti-Stigma Awareness, to be presented by a representative of the Mental Health Awareness Committee and/or Health, Counseling, and Disability Services;
 - d. Conflict Resolution, to be presented by the ASUS Human Resources Officer.
- xi) At the discretion of the Human Resources Officer, additional trainings for all Chairs Directors and Deputies, may include but not limited to:
 - a. Positive Space, to be presented by a representative of the Queen's University

Positive Space Program;

- b. Intercultural Competence, to be presented by a representative from the Queen's University International Centre.
 - c. Leadership Training, to be presented by the ASUS Executive
 - d. ASUS Financials, to be presented by the ASUS Vice-President
 - e. Bystander Intervention Training, to be presented by a representative of the Bystander Intervention Program from the Student Experience Office
- xii) ensure all interview questions are in accordance with ASUS policy;
- xiii) maintain an active knowledge of which Society volunteer positions exist, are created, are open, need to be filled, or will need to be filled;
- xiv) keep Society volunteer applications on file for one (1) year, and destroy them after that year is complete;
- xv) approve interview questions before applicants are interviewed;
- xvi) organizing at least one (1) Volunteer Appreciation event;
- xvii) facilitate the honorarium review process semesterly in conjunction with the Vice President (Operations)

1.01.04

The Human Resources Officer shall be financially compensated in accordance with Human Resource Policy (HRP) Salary Grid 10.03.01 and Honoraria grid 9.05.02.

SECTION 2 | DEPUTY HR OFFICERS

1.02.01

The positions of Deputy HR Officers shall be filled by the end of the winter semester of each academic year. The Deputy HRO positions shall be selected by a committee composed of the incoming Human Resources Officer and another member of incoming council.

1.02.02

The Deputy of Training and Analytics (DTA) is directly accountable to the Human Resources Officer (HRO) and shall assist the HRO in fulfilling the breadth of the office's mandate. The Deputy's primary role will lie in organizing training in conjunction with the Human Resources Officer, as well as organizing and facilitating internal analytics to improve societal operations.

1.02.03

The responsibilities of the Deputy of Training and Analytics shall include, but are not limited to:

- i) Holding five (5) office hours per week;
- ii) Organizing volunteer and hiring training alongside the ASUS Human Resources Officer;
- iii) Researching and developing new trainings and resource materials which may be of benefit to ASUS, its employees and volunteers;
- iv) Organizing and facilitating makeup training, including asynchronous options;
- v) Improving and assessing the quality of ASUS volunteer and hiring training in conjunction with the ASUS Human Resources Officer and ASUS Equity Director;
- vi) Upon request, Collecting feedback data from attendees to ASUS events;
- vii) Analyzing the aforementioned data and making it available to ASUS Council and volunteers in a timely manner, to ensure improvement of this event;
- viii) Collecting feedback from those who chose not to attend ASUS events, and working with the ASUS Market Research Team to ensure this data is used in a manner that is most beneficial to the Society;
- ix) Collaborating with the ASUS HR Volunteer Appreciation Director to administer and create the annual Volunteer Satisfaction Report;

- x) Assisting the Human Resources Officer in the daily operations of the Office.

1.02.04

The DTA shall hold a 12-month term from May 1st of the outgoing academic year to May 1st of the following academic year (i.e. May 1, 2020 - May 1, 2021)

1.02.05

The Summer responsibilities for this position shall be, but are not limited to:

- i) Collaborating with the ASUS Human Resources Officer to ~~ensure~~ improve review the slate of trainings, their delivery formats and ensure that training is ready for the Academic year;
- ii) Collaborating with the ASUS Equity Director to identify gaps in ASUS Hiring Training, and considering how best to address those gaps in advance of the Academic year;
- iii) Liaising with ASUS Council to ensure preparations are made for all Fall Training;
- iv) Reaching out to training providers to schedule and coordinate the scheduling of training days for council, receptionists and volunteers.

1.02.06

The transition responsibilities for this position shall be, but are not limited to:

- i) Ensuring that all analytical content has been passed to relevant bodies for consumption and use, including outgoing Council, incoming Council, and the incoming and outgoing Executive. Any sharing of information will occur in accordance with ASUS Human Resources Policy;
- ii) Preparing a detailed transition manual for the incoming Deputy of Training and Analytics

1.02.07

The Deputy Human Resources Officer (Talent Acquisition) is directly accountable to the Human Resources Officer (HRO) and shall assist the HRO in fulfilling the breadth of the office's mandate. The Deputy's primary role will be overseeing recruiting new talent into the society.

1.02.08

The position of Deputy (Talent Acquisition) shall be filled by the end of the winter semester of each academic year. The Deputy shall be selected by a committee composed of the incoming Human Resources Officer and another member of incoming council.

1.02.09

During the academic year, the responsibilities of the Deputy (Talent Acquisition) shall include, but not be necessarily limited to:

- ii) Holding five (5) office hours per week,
- iii) Collecting data from application forms to develop recruitment strategies,
- iv) Organizing recruitment events in both the fall and winter semester as well as during ASUS and faculty society Orientation Weeks,
- v) Collaborating with the Marketing and Communications Office to create informational and promotional materials for ASUS positions to be used at recruitment events;
- vi) Coordinating with the Marketing and Communications Office for the promotion of specific positions available within the society,
- vii) Contacting external offices and organizations (ie. sibling societies, program departments, etc.) for the purposes of recruitment
- viii) Work to ensure all positions receive adequate number of applicants,
- ix) Use data from hiring period to create semesterly Hiring Report in December and April, to be submitted to the Advisory Board, with the objective of representing long-term trends in hiring and recruitment and informing recruitment strategy for the following season,
- x) Meet with the Human Resources Officer on a minimum of a bi-weekly basis,
- xi) Preparing a detailed transition manual for the incoming Director of Training and Analytics,
- xii) Answer emails and questions that interested students may have about getting involved,
- xiii) Support the HRO with other aspects of the office, as requested and deemed necessary.

1.02.10

The Summer responsibilities for the position of Deputy (Talent Acquisition) shall be, but are not limited to:

- i) Collaborating with the ASUS Human Resources Officer, the Marketing and Communications Office and the Orientation team to develop promotional events and materials for numerous ASUS positions opening in early September;
- ii) Familiarizing themselves with data collected by the previous Deputy (Talent Acquisition) and creating a recruitment strategy to increase engagement in the Fall hiring period;

1.02.11

The transition responsibilities for this position shall be, but are not limited to:

- i) Ensuring that Hiring Reports are stored in an accessible way for the incoming Deputy (Talent Acquisition);
- ii) Preparing a detailed transition manual for the incoming Deputy (Talent Acquisition)

SECTION 3 | DIRECTOR OF VOLUNTEER APPRECIATION

1.03.01

The Director of Volunteer Appreciation is directly accountable to the Human Resources Officer (HRO) and shall assist the HRO in fulfilling the breadth of the office's mandate. The Director's primary role will be overseeing volunteer-related responsibilities of the office.

1.03.02

The position of Director HRO shall be filled by the end of the winter semester of each academic year. The Director HRO shall be selected by a committee composed of the incoming Human Resources Officer and another member of incoming Council.

1.03.03

During the academic year, the responsibilities of the Director of Volunteer Appreciation shall include, but not be necessarily limited to:

- i) Holding five (5) office hours per week;
- ii) Coordinating the Volunteer of the Month program
- iii) Facilitating the selection process for the Volunteer of the Year Award;
- iv) Facilitation the selection process for the peer-nominated Volunteer of the Year Award;
- v) Organizing the ASUS Volunteer Appreciation Gala;
- vi) Collecting data from surveys to develop semesterly Volunteer Satisfaction Reports;
- vii) Implementing an employee review system for both the ASUS Executive and Council;
- viii) Meet with the Human Resources Officer on a minimum of a bi-weekly basis;
- ix) Preparing a detailed transition manual for the incoming Director of Training and Analytics;
- x) Support the HRO with other aspects of the office, as requested and deemed necessary.

1.03.04

The Summer responsibilities for the position of Director (Volunteer Appreciation) shall be, but are not limited to:

- iii) Researching an initiating contact with possible Volunteer Gala venues;
- iv) Working with the Human Resources Officer and the Marketing and Communications Office to design and order volunteer appreciation merchandise;

1.03.05

The transition responsibilities for this position shall be, but are not limited to:

- i) Ensuring that there is a detailed record of the remaining volunteer appreciation items;
- ii) Preparing a detailed transition manual for the incoming Director of Volunteer Appreciation

SECTION 4 | DIRECTOR OF WORKFORCE DEVELOPMENT

1.04.01

The Director of Workforce Development (DWD) is directly accountable to the Human Resources Officer (HRO) and shall assist the HRO in fulfilling the breadth of the office's mandate. The Director's primary role will be in researching, developing and implementing strategies to improve societal operations as it relates to employees and volunteers.

1.04.02

The position of DWD shall be filled by the end of the winter semester of each academic year. The ASUS Human Resources Officer and another member of ASUS Council shall oversee the hiring process and sit on the hiring panel.

1.04.03

The responsibilities of the Director of Workforce Development shall include, but are not limited to:

- i) Holding five (5) office hours per week.
- ii) Facilitating, in collaboration with the Human Resources Officer, the onboarding process for new staff and volunteers;
- iii) Facilitating the delivery of strategies (ie. EL WrapAround) to aid students in identifying skills developed in their ASUS roles;
- iv) Reviewing Breezy position postings and consulting with the Equity Commission to ensure position descriptions are equitable and accessible;

- v) Developing and utilizing the results of a brand perception survey to devise strategies to improve the appeal of ASUS as a workplace in conjunction with the Marketing and Communications Office;
- vi) Collaborating with the Professional Development Director and sibling societies to facilitate skill training workshops to aid current ASUS employees and volunteers in articulating the skills they develop in their roles at ASUS;

1.04.04

The DWD shall hold a 12-month term from May 1st of the outgoing academic year to May 1st of the following academic year (i.e. May 1, 2022 - May 1, 2023)

1.04.05

The Summer responsibilities for this position shall be, but are not limited to:

- v) Collaborating with the ASUS Human Resources Officer and the Director of Training and Analytics to ensure improve and ensure that training is ready for the Academic year;
- vi) Contacting external offices to coordinate skills identification strategies and skill training workshops to be implemented with employees and volunteers throughout the year;
- vii) Reviewing Breezy postings which open in early September with the Human Resources Officer to ensure they are accurate, equitable and accessible

1.04.06

The transition responsibilities for this position shall be, but are not limited to:

- i) Ensuring the successful completion of strategies implemented throughout the year (ie. EL Wraparound);
- ii) Ensuring that all strategies established as a result of the Brand Perception Survey have been passed to relevant bodies for implementation, including incoming Council, and the incoming Executive;
- iii) Preparing a detailed transition manual for the incoming Director of Workforce Development