Coordinator, Support Programs

The University of Guelph is committed to equity in its policies, practices, and programs, supports diversity in its teaching, learning and work environments, and ensures that applications for members of underrepresented groups are seriously considered under its employment equity policy. All qualified individuals who would contribute to the further diversification of our University community are encouraged to apply.

Forbes Ranks U of G Among Canada's Top Employers [1]

Professional and Managerial Group

Coordinator, Support Programs

Student Life

Temporary full-time from August 1, 2016 to April 30, 2017

Hiring #: 2016-0303

Please read the Application Instructions [2] before applying

In keeping with the University of Guelph’s commitment to student retention, persistence and engagement the Student Transition Office (STO), leads the educational design and strategic development of an integrated and comprehensive approach to undergraduate student transitions spanning first through graduating years. The Student Transition Office places an emphasis on shaping student experiences that are educationally purposeful; managing and evaluating initiatives aimed at supporting and retaining students to graduation, particularly those who experience barriers to academic achievement; undertaking rigorous learning outcome assessment that measures the impact of interventions on student learning; and developing new initiatives that respond to emerging transition challenges.

With this mandate and vision in the forefront, the Coordinator will facilitate the development of strong support networks in order to foster adaptive transitions and healthy development for students embarking on their first year of university study. Reporting to the Manager, STO, the incumbent will coach senior students who will take on mentoring roles and manage our core programs STARTonTrack and Bounce Back. The incumbent with place a focus on coordinating frontline staff, counselling students with more complex problems and building support for these programs among campus stakeholders. As an expert in emergent and experiential learning, the Coordinator will play a leadership role in adapting STO programs and resources as the needs of students from first to third year change. The Coordinator is expected to demonstrate a thorough knowledge of emerging trends in youth culture, social media, augmented reality, and integrate that knowledge with student development theory, counselling skills and crisis management skills to ensure that STO programming is changing to best meet the needs of vulnerable and at risk student populations.

The Coordinator will also oversee all aspects of the staff experience for about 15 student employees - both as workers and learners. This includes, but is not limited to; regular meetings with all 15 student employees to discuss managing their most challenging cases, utilizing advanced counselling and helping skills to assist student staff in navigating conversations with students who are at risk of withdrawing from the University. The coordinator ensures that all participants in one-on-one meetings are fostering self efficacy, self-mastery, belonging, goal achievement, empowerment and academic success. The Coordinator is the staff member primarily responsible for meeting students who have been identified as having complex personal problems where risk may be significant and a higher degree of advising, counselling and coaching skills are required. With a rotating case load of
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approximately 10 high risk students meeting directly with the coordinator, in addition to the 30 student staff, this area will require most of the coordinator’s time and expertise.

The successful incumbent will also be responsible for identifying gaps in the supports and services available to new students, providing education and advocacy about the student experience, and seeking to strengthen the dimensions of our community that embrace, nurture and celebrate diversity, with particular attention to vulnerable groups. The Coordinator will provide direct counselling with regards to assessing risk of students in distress, focusing on ensuring safety and connecting these students with continuing support services, and provides support for emerging complex cases. The Coordinator plays a key role in marketing and promoting STO programs, reaching out to difficult to engage at-risk students, writing reports and formulating recommendations for improvement of support services for our target populations.

Requirements of the position include:

- A Master’s Degree in Social Work, Adult Education or related field along with several years experience in student transition, engagement and retention, and student development theory;
- Training in the assessment and development of interventions for cognitive, behavioural, emotional and social difficulties;
- Excellent instruction and presentation skills in a university setting, and demonstrated expertise in academic learning issues including collaborative and online learning; Sound knowledge of and demonstrated success in the application of student development and transition/retention theory, particularly in the development and maintenance of online communities, and in experiential education program development and curriculum design;
- Excellent interpersonal, counselling oral and written communication skills;
- Ability to exercise a high level of judgement, diplomacy and tact and to respect and maintain confidentiality in sensitive and/or volatile situations;
- Ability to assess needs and to research, design, implement, and evaluate educational and training/development programs and curricula.
- Tremendous adaptability, creativity and flexibility when envisioning, developing, revising and eliminating programming as deemed necessary.
- Highly developed skills in administration, organisation, time/project management, and problem solving.

Classification        P03*
Professional/Managerial Salary Bands [3]

*Tentative evaluation

Posting Date: 2016 08 10
Closing Date: 2016 09 02