Coordinator, New Student Advising

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, New Student Advising

Student Life

Hiring #: 2016-0307

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, with 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.

The Coordinator will lead the student transition programs where one-on-one support is required. A particular emphasis will be placed on the students who are between first and third year and students who are identified as most at risk of not persisting to graduation. The Coordinator works with students who are reluctant to access specialized services (e.g. counsellor/therapist, physician, police, etc.) and other instances where professional intervention is warranted. They assist students in evaluating options for accessing treatment/support, and are responsible for assessing risk, facilitating access to services, and coordinating supports when multiple service providers are involved. The successful incumbent must be able to assess high-risk cases and intervene if necessary in order to de-escalate the most troublesome cases.

The Coordinator will also oversee all aspects of the staff experience for approximately 16 student employees - both as workers and learners. This includes; overseeing the recruitment, selection, training and supervision of staff members who deliver one-on-one support to students. Beyond normal supervisory duties, the Coordinator also supports the career development of individuals who are heading into helping professions (e.g. social work, medical school, law school, etc.) Acting as a counsellor, coach, advisor and mentor as well as teaching these skills is critical to this work.

In addition, the coordinator is responsible for identifying gaps in the supports and services available to students; providing education and advocacy about the student experience; and seeking to strengthen the dimensions of our community that embrace, nurture and celebrate diversity. The incumbent must have a finely tuned ability to identify strategies for locating, engaging and advocating on behalf of vulnerable groups. A thorough understanding of the student experience and the ability to teach the necessary tools for navigating the university environment is critical. The Coordinator plays a key role in marketing and promoting STO programs and services, budget management, proposal/report writing and as a senior member of the STO team, provides leadership...
around unit-wide initiatives. Many of the Coordinator’s responsibilities are funded through special grants from the Ministry of Training, Colleges and Universities and as a result there are numerous obligations that must be fulfilled in order to satisfy the terms of such funding agreements. In addition to identifying issues that need to be escalated to strategic priorities, the Coordinator is frequently charged with taking a broad general direction (e.g. providing additional transition support to students with mental health issues) and turning them into operational activities. This work is often done with minimal supervision.

Requirements of the position include:

- A master’s degree in social science with graduate level experience in theory, research and skill development, with several years experience in human development, social constructionism, student development theory, engagement and retention, change management and transition theory. Formal training in counselling skills is critical;
- Training in the assessment and development of interventions for cognitive, behavioural, emotional and social difficulties;
- Superior interviewing skills, including the ability to work with difficult to engage students, the ability to tease out subtle personal difficulties, and the ability to formulate intervention plans;
- Ability to work with highly confidential personal information, to facilitate debriefing with paraprofessionals who have encountered disturbing situations, and to de-escalate emotionally volatile situations;
- Excellent instruction and presentation skills in a university setting, and demonstrated expertise in academic learning issues including collaborative, experiential and online learning;
- Sound knowledge of community development, both online and in person, with the ability to teach interpersonal skills, have expertise in online culture and a deep understanding of youth culture;
- Excellent marketing skills and consummate political skills are required;
- 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;
- Familiarity with database management and web page design;
- Highly developed skills in administration, organisation, time/project management, and problem solving;
- Financial management, including experience with forecasting and the development of funding proposals is essential;
- A thorough knowledge of the University of Guelph’s strategic plan and strategic directions, and of its academic programs and student support services is critical.

Position Number    530-018
Classification         P04*
Professional/Managerial Salary Bands [3]

*Tentative evaluation; subject to committee review.

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Closing Date: 2016 09 02

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Links
[2] https://www.uoguelph.ca/hr/careers-guelph/how-apply

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