Coordinator, New Student Advising

Forbes includes U of G Among Canada's Best Employers

Professional and Managerial Group

Coordinator, New Student Advising

Student Experience

Temporary full-time from January 1, 2019 to May 1, 2020
Temporary absence of the regular incumbent

Hiring #: 2018-0594

Please read the Application Instructions [1] 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 students, 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.

In keeping with this mandate and vision, the Coordinator will lead the student transition programs where one-on-one support is required. An emphasis is placed on the students who are identified as most at risk of not persisting to graduation.

In terms of direct intervention, the Coordinator works with students who are reluctant to access specialized services (e.g. counsellor/therapist, physician, police, etc.) and 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. In the most extreme situations, the incumbent is responsible for deciding about how to proceed when a student suggests she/he is at an imminent risk of harm.

The Coordinator oversees all aspects of the staff experience of 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, this position 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. 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
A master’s degree in social science with graduate level experience in theory, research and skill development along with a few years of related experience or a combination of relevant education and experience.

The incumbent must possess expertise in human development, social constructionism, student development theory, engagement and retention, change management and transition theory.

Training in counselling skills.

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 emotionally charged situations, and to de-escalate emotionally volatile situations.

Excellent teaching, presenting and writing 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.

The incumbent must be able to teach interpersonal skills, have expertise in online culture and a deep understanding of youth culture.

Ability to assess needs and to research, design, implement, and evaluate educational and training/development programs and curricula.

Familiarity with database management and web page design.

Highly developed skills in administration, organisation, time/project management, and problem solving.

Financial management, including 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.

Covering Position Number 530-018
Classification P04*
Professional/Managerial Salary Bands [2]

*Tentative evaluation

At the University of Guelph, fostering a culture of inclusion [3] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.

Posting Date: 2018 12 03
Closing Date: 2018 12 10

Source URL: https://www.uoguelph.ca/hr/careers-guelph/current-opportunities/coordinator-new-student-advising

Links
[1] https://www.uoguelph.ca/hr/careers-guelph/how-apply
[2] https://www.uoguelph.ca/hr/sites/uoguelph.ca.hr/files/public/P%26M%20Grid-Oct%2026%2C%202017%20-%20April%2030%2C%202020.pdf