Coordinator, Transition Programs

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Professional and Managerial Group

Coordinator, Transition Programs

Student Experience

Temporary full-time from February 25, 2019 to March 31, 2020
Temporary absence of the regular incumbent

Hiring #: 2019-0065

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 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.

Within this context, the Coordinator leads volunteer engagement, new student outreach, and event risk management for the University's Orientation Week. They will recruit, hire and supervise a six person student staff team to assist in this work. This work entails managing the physical activity, electrical, fire, waste, large crowds and off campus travel for over 300 events, creating an environment where psychological and physical safety are established, leading the creation of large, complex and risky events such as Move-In day, Resource Fairs, Gryphfest and the Pep Rally. Recruiting, training, motivating and retaining a volunteer team of over 800 people is required, as well as ensuring that the traditions and culture that reinforce a positive volunteer culture are maintained. A thorough knowledge of the history, culture policies and protocols that influence Orientation Week at the University of Guelph is required.

The Coordinator also provides functional supervision to a 35 member START Facilitator team - student staff who deliver the one on one support programs STARTonTrack and Bounce Back to new students – and supports the development of specific knowledge, skills and attitudes (e.g., counselling and community building skills) and ensures appropriate support is offered when students face physical or mental health crises.

The Coordinator will contribute to the implementation of one on one support programs, including strategies for guiding students in building self-efficacy and motivation and establishing a purpose-driven approach toward University life and study. Ultimately, the aim of this portfolio is to facilitate the healthy development of new students through the timely uptake of information; building capacity to adapt to change; improving competence in managing life and educational tasks; fostering community development; and creating personally meaningful connections with the campus community and institutional mission.

The Coordinator is charged with recruiting, training and coaching a team of Peer Helpers who support transition and engagement programs during the academic year. The Peer Helper Program is designed to be an experiential learning process, and skill in designing hands-on learning experiences that cater to the needs of individual students is essential. This team will require training in at least the following areas: active listening, mentoring, problem-solving, goal-setting, motivational enhancement, transition theory, effective public speaking, professionalism, event planning and volunteer management.

The Coordinator is required to demonstrate creativity and determination; strong counselling, mentoring and
networking skills; and the ability to navigate campus politics in the design and development of strategies to engage students “at risk.” They are responsible for remaining current with relevant research, theories of human development, approaches to teaching and learning, and innovative practices in the field of new student transition programs. As a professional with a high degree of skill in mentoring, ethical helping relationships, counselling and community building, the Coordinator will apply this knowledge as a member of the Student Transition Office team to create appropriate programs that assist new students – particularly those who are at risk.

Requirements:

- Undergraduate degree in the social sciences or a related field (Masters Degree preferred) along with a few years of related experience.
- Experience managing volunteer teams with at least 800 people.
- Experience supervising para-professional or student staff teams.
- Demonstrated understanding the unique aspects of student culture at the University of Guelph.
- In depth knowledge of the underlying assumptions, practices and objectives of programs offered by the Student Transition Office, and Student Affairs at the University of Guelph more generally.
- Familiarity with the web of resources and support services offered to undergraduate students at the University of Guelph.
- Interviewing/counselling skills with an emphasis on assessing personal difficulties.
- Training in the assessment and development of interventions for cognitive, behavioural, emotional and social difficulties.
- Ability to use research-driven empirical evidence in program design and professional decision-making.
- Strong understanding of human development, leadership and transition developmental needs with University students.
- Experience in public speaking, emphasizing groups over 600.
- Ability to assess needs and to research, design, implement, and evaluate educational and training/development programs and curricula. In addition, tremendous adaptability, creativity and flexibility when envisioning, developing, revising and eliminating programming as deemed necessary.
- Event planning experience for both events with over 5,000 participants and 450 events taking place over a week.
- Maintaining and developing a culture of inclusion, empathy and respect during Orientation Week.

(Covering) Position Number 530-007
Classification P03

Professional/Managerial Salary Bands [2]

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: 2019 01 30
Closing Date: 2019 02 06

Source URL: https://www.uoguelph.ca/hr/careers-guelph/current-opportunities/coordinator-transition-programs

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