

Job Description



Job Title:	Centre for Career Action (CCA) Manager
Department:	Centre for Career Action
Reports To:	Director, Centre for Career Action
Jobs Reporting:	Managers 1, 3: Client Support Representatives, Career Advisors (employment & co-operative education-focused) Manager 2: Career Advisors (career education & post-undergraduate-focused services for students, alumni and employees)
Salary Grade:	USG 12
Effective Date:	Dec 2020

Primary Purpose

The Centre for Career Action (CCA) Managers contribute to the leadership of CCA through activities such as strategic planning, communication, staff management and development, collaboration, development and oversight of quality programs, measurement of effectiveness, marketing/branding, project management, and reporting. Collectively, the CCA leadership oversees the design and implementation of inclusive career education services and programming for students, alumni and employees, as well as co-operative education supports for students on their first co-op recruitment term.

CCA is a department housed within the portfolio reporting to the Associate Provost, Co-operative and Experiential Education (CEE).

Key Accountabilities

Support team in continuously striving to design and deliver equity-informed and inclusive career education programming and resources that support learners across a variety of career education contexts

- Identify and implement continuous improvement measures to optimize service delivery model and operations
- Analyse, measure and report on service and quality data
- Develop training tools and practices that facilitate advisor performance and growth (including in how they support co-op students on work term and co-op students still seeking employment late in term) and that are adaptable for people from all identities and experiences.
- Keep abreast of and support team knowledge of: best practices in providing inclusive, equity-informed career education with a focus on: advising literature and theory; employment coaching; experiential learning theory; career- and labour market-related trends including systemic challenges facing individuals with disabilities, as well as racialized, certain gender identity, and other underrepresented groups; and innovations/technologies (including leveraging employer connections and other resources for sector knowledge; coordinating and disseminating such knowledge to students and staff)
- Actively seek to support staff development needs and opportunities for growth

Guide the development and implementation of strategic, effective communications to promote the uptake and understanding of CCA initiatives/services/resources

- Provide oversight and direction to strategic marketing, communications and branding activities for CCA workshops, individual advising services, online and print resources, and events, with attention to our wide variety of stakeholders (e.g., students, faculty, alumni, staff, employers)

Provide career advisement and career education subject matter expertise, oversight and guidance to undergraduate and co-operative education-related services (Managers 1, 3)

- In partnership with Co-operative Education department managers, ensure that Student Advisors are well-supported to advise co-op students and that co-op processes support student well-being and are aligned with sound career education practices
- With the Co-op Student Experience Manager(s), ensure a comprehensive and successful career advising experience for co-op students that is tailored to the diverse lived experiences of students and the needs of employers

Identify strategic initiatives and drive them forward in partnership and collaboration with campus partners

- In partnership with managers across AAS, CE, CEE Business Services, the Faculties, the Library, the WCC, GSPA, SSO, Work-Learn Institute and WIL Programs, optimize the design and delivery of programming and service design
- Manager 2: In partnership with WIL Programs, optimize the design and delivery of the EDGE experiential education programming, taking the lead on curriculum design and adaptation for different campus partners

Lead and manage direct reports, support ongoing skills development , and ensure the delivery of results in support of the vision, mission and values of CCA and the larger Co-operative and Experiential Education portfolio.

- Provide information and context needed for each employee to be effective
- Hire the best people available from inside or outside the Co-operative and Experiential Education portfolio
- Set goals and expectations and helping employees create clear paths to productivity and engagement
- Develop effective work team dynamics
- Hold employees accountable for performance including consistent application of CCA and Co-operative Education business processes
- Manage performance through both formal (performance appraisal) and informal methods, such as through regular feedback, strengths-based coaching and one-to-ones

Provide overall leadership to the organization

- Personally champion CCA's vision, mission and guiding principles, and play a leadership role in bringing them to life
- Provide leadership, direction and strategic planning for CCA
- Monitor business practices to ensure that CCA and other members of CEE have the appropriate practices and processes in place to work effectively for all stakeholders, such as students and faculty, as well as internally for staff and externally for the University at large
- Lead the development of new approaches and capabilities, as required for the introduction and optimization of new systems, tools, or processes
- Develop productive, collaborative working relationships across CCA, across the CEE portfolio, and across UW
- Lead the identification, development and implementation of projects to improve service quality, relationships, stakeholder satisfaction, timeliness, staff capability and performance
- Develop internal/external customer service standards, monitors satisfaction with service delivered and take action to restore and enhance service quality

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Master's degree (preferably in a field related to well-being)
- Equivalent combination of education and experience may be considered

Experience

- Minimum 5 years of management experience in a human services setting, preferably in career development
- Experience leading, managing and coaching teams
- Experience developing and implementing effective strategic initiatives in collaboration with others
- Experience building relationships and fostering team engagement
- Experience and comfort with measuring program effectiveness and impact on an ongoing basis
- Managers 1,3: Experience operating within a post-secondary co-operative education and/or experiential education system is an asset
- Experience in connection with career counselling, counselling and/or career education curriculum development is preferred

Knowledge/Skills/Abilities

- Skills in building relationships and maintaining open lines of communication to foster and maintain trust in individual and team settings
- Skills in coaching skill development to continuously support growth in career development-oriented advising and facilitation
- Excellent active listening skills

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- Awareness of own social location and how it affects the power and privilege in supervisory relationships and leadership roles
- Excellent writing and presentation skills – persuasive, with the ability to make a case built on both logic and emotion and influence others' direction or point of view
- Excellent problem-solving skills related to planning for major projects and managing the team in their implementation
- Highly attuned to trends and directions within labour market, post-secondary education and business, with a demonstrated globally-minded, innovative orientation
- Strong organizational and time management skills, as well as excellent attention to detail are essential.
- Ability to discern good from great career development interventions is a must
- Experience in overseeing partnerships and programming related to delivering accessible and inclusive programming is an asset
- Skills and comfort to provide input to budget allocation across all accounts and sign off on some CCA accounts to a pre-set budget limit

Nature and Scope

- **Contacts:** Internal: The Manager deals at a senior level with co-workers from many departments across the UW campus, including Library, Centre for Extended Learning, Counselling Services, Centre for Teaching Excellence, Housing, Registrar's Office, Human Resources, Office for Organizational and Human Development, AccessAbility Services, Student Success Office, Alumni Affairs, IST, WIL Programs, Writing and Communications Centre, Concept, and faculty (profs, admin assistants, student societies). External: The Manager deals at a senior level with other university Career Centres and community partners.
- **Level of Responsibility:** The Manager manages a team function or process that is highly specialized with direct reports. The Manager provides support and coaching to direct reports as well as management team.
- **Decision-Making Authority:** The Manager makes decisions about how to manage/coach individual reporting staff members including when they disagree with their manager or each other, and decisions around programming (creation of, measurement of effectiveness, and staffing).
- **Physical and Sensory Demands:** This role requires exertion of physical or sensory effort resulting in slight fatigue, strain or risk of injury.
- **Working Environment:** This role involves minimal psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions. The Manager role may include exposure to emotionally disturbing experiences and/or interactions with people who are upset, angry, abusive, aggressive, unstable, or unpredictable (i.e., occasional emotionally-charged issues with students who require counselling); travel requirements (i.e., occasional travel to conferences); unusual hours or schedules; and irregular and/or high volumes and multiple and/or tight deadlines beyond one's control (e.g., January, February, September and October are particularly high volume due to student advisement demands, co-op resumes that are due, workshops and grad school application timelines. As well, the Manager may experience last-minute requests for reports and to deliver presentations).