

Job Description

Job Title:	Employment Relations – Student Advisor
Department:	Co-operative and Experiential Education
Reports To:	Regional Manager
Jobs Reporting:	None
Salary Grade:	8/9
Effective Date:	September 2019

Primary Purpose

The Student Advisor's role is to ensure maximum success of the student and the employer supervisor on their work term, and to be the primary point of contact for both the student and the employer supervisor during the work term. The Student Advisor ensures that all relevant information is exchanged with the Account Manager for that employer on all student/employer matters that relate to the work term.

Key Accountabilities

Support, as primary contact, co-op students during work term and subsequent academic term for process inquiries, and ensure information exchange within Co-operative Education.

- Support students in knowledge of Co-op Processes, including core employment process.
- Respond to student concerns and queries. Support students through unusual employment issues, such as: harassment, discrimination and termination.
- Contact students on work terms as per student advisement guidelines (e-mail/telephone/Skype/face to face visit)
- Attain student feedback on work term, employer, salary, work experience, process and value of learning.
- Feedback to Account Manager or Business Developer where student has arranged their own job
- Facilitate the smooth transition of students from work term to academic term through to securing employment for their next work term and ultimately the smooth handover to the student's subsequent student advisor.
- In partnership with Career Advisors, ensure structured, career reflection opportunities for students on work terms or subsequent academic terms and co-facilitate employment workshops for unemployed students.
- Provide guidance on options for academic sequence changes.
- Provide support to unemployed students, leveraging employer relationships within the regional team
- Ensure engagement of relevant UW and Co-op resources to resolve career or personal issues (e.g. Career Advisor, On-Campus Counselling) and follow up to ensure satisfactory resolution.

As defined by the account plan, agreed by the Account Manager, build relationships with employer supervisors and ensure the workplace is suitable for co-op credit and the overall learning experience.

- Coach employer supervisors in managing effective co-op work terms
- Retain existing levels of student employment
- Notify Account Manager of potential opportunities to deepen student hiring relationships

Ensure adherence of creditable work term jobs to program/faculty specific requirements (e.g. admission levels, work relevance criteria, job type/sequence requirements), and approve co-op job postings for students that arranged their own jobs

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Support implementation of university-wide, faculty, or Co-op student development initiatives (e.g. UDLES, co-op fundamentals, WatPD)

**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

<p>Education</p> <ul style="list-style-type: none"> • Undergraduate university degree
<p>Experience</p> <ul style="list-style-type: none"> • 3 years of student advising • Experience in career advising an asset • Knowledge of co-op education preferred • Knowledge of all Waterloo's educational programs is an asset • Experience developing and maintaining relationships with students and external stakeholders
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none"> • Average MS Word, Excel and PowerPoint • Online based communications (e-mail, skype, etc.) • Excellent interpersonal and problem solving skills • Strong communication (verbal and listening) and conflict resolution skills • Proven experience working independently and decision making • Proven ability to organize and prioritize work to meet deadlines and make the best use of time and resources • Regular travel is required throughout Ontario and may be required across Canada and possibly the United States

Nature and Scope

- **Contacts:** Internal: The Student Advisor discusses information and problems relating to student careers and work terms with co-workers within Co-operative Education including Regional Manager, Account Manager, Business Developer, Career Advisor, Co-op Student Experience Manager, and co-workers outside Co-operative Education such as Counseling Services and the Student Success Office. External: The Student Advisor discusses with students' supervisors in the workplace and may have to interact with them to solve student or employer related issues.
- **Level of Responsibility:** This role operates with minimal supervision. The Student Advisor does not supervise others: the job has defined specialized and routine tasks and receives specific guidance (e.g. regarding creditworthiness criteria, instructions to supervisors regarding student job performance evaluations, , certain best practices in supporting students – much of this guidance will come from the Student Experience Manager). The Student Advisor provides co-worker support through knowledge sharing with Career Advisors and other colleagues, impacts job development through job approvals.
- **Decision-Making Authority:** The Student Advisor approves jobs for Co-op Credit that have been arranged by students, and applies judgment to provide career and co-op advice, decisions around employment status and where warranted failed work terms and referrals to other support functions. The Student Advisor determines when to refer the student to another support person or department. They also make decisions on academic sequence changes when the need occurs.
- **Physical and Sensory Demands:** This role requires exertion of physical or sensory effort resulting in moderate fatigue, strain or risk of injury due to travel.

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- **Working Environment:** This role involves moderate psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions. The Student Advisor may have exposure to emotionally disturbing experiences and/or interactions with people who are upset, angry, abusive, aggressive, unstable or unpredictable (e.g. dealing with stressful situations such as employer wanting to terminate a student's employment or an employer harassing a student). Regular travel is required throughout Ontario and may be required across Canada and possibly the United States. There may be unusual hours or schedules (e.g. meeting with a student after normal business hours), deprivation caused by isolation due to working from a home office, irregular and/or high volumes and multiple and/or tight deadlines beyond one's control as this role is impacted by student volume changes per term, and constant interruptions as students try to reach them during the working day.