

Job Description



Job Title:	Student Wellness Coordinator
Department:	Systems Design Engineering (SYDE)
Reports To:	Department Chair
Jobs Reporting:	None
Salary Grade:	USG 8
Effective Date:	January 2021

Primary Purpose

The Student Wellness Coordinator works to create conditions that enhance the health of the student and program communities in Engineering, and by extension the wellbeing of the individuals. Both undergraduate and graduate students, as a group, should have local departmental support and be better understood, be healthier, and more enfranchised because the Coordinator is on the job. To this end, the Coordinator directly participates in initiatives in promoting student wellbeing by creating community awareness, champions and executes their own initiatives and activities that enhance and encourage supportive relationships among community members, providing mental health knowledge and skills training, and serving as a student experience advocate with faculty and department leadership.

Key Accountabilities

Community Awareness

- In consultation with the Student Success Office and Campus Wellness, develop and conduct workshops for our students in how to cope with stress and develop effective study habits.
- In consultation with the Equity Office, develop and conduct workshops for diversity training of our students.
- Facilitate participation of students in educational opportunities designed to develop workshops to teach students what signs to look for when they are in trouble; and remove stigma of getting help when needed.
- Assist instructors and advisors as they incorporate mental health concepts and self-care in their interactions with students.
- Interact with faculty on a regular basis to raise the issue of student wellness.
- Track social media (e.g., reddit, facebook, Instagram, etc.) for signs of stress or specific concerns and ensure these are on the radar of appropriate department leaders.
- Nurture a group of “peer support volunteers”– close relationships with students who can be counted upon to share important information with the Coordinator.
- Acts as a resource to faculty as individuals and as a group in their efforts to understand student experiences.
- Work with Co-operative Education to facilitate student wellness needs for students on co-op terms

Mental Health Resources

- Liaison with concepts and seminar course instructors to provide knowledge and skills to our students to develop resilient mental health and improve study skills.
- Develop peer-to-peer activities promoting mental health and student wellness during these courses.
- Facilitate transfer of general information about campus services and events related to mental health awareness.

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- The ability and inclination to coach constructively. (The coordinator is not a counselor, but refers to counseling as appropriate)
- Provides triage services to screen students who are in need of counselling and guides those to the appropriate resources
- Follows up with students to make sure they are being well supported through our program

Crisis Triage, Referrals and Outreach

- Identify students at risk, and refer the students to Campus Wellness Services, ideally on an ongoing basis.
- Supports departmental efforts aimed at student retention, persistence and success
- Supports the students in meeting the heavy demands related to the professional academic programs and curricular requirements
- Develops proactive strategies to identify and help students in need and provide ongoing advice, guidance and problem solving to address any obstacles to academic success and student well-being
- Maintain a good working relationship and ongoing communication with students in the program.
- Maintain a good working relationship and ongoing communication with referral sources such as faculty members and other students.
- Initiate referrals to appropriate Campus Wellness Services, AccessAbility Services, or other on-campus/community resources.

Supportive Environment

- Recognizes that the single most important factor in human wellness is connection and positive relationships. Develops and executes community-level initiatives to encourage those relationships, and reduces barriers to social support and connection.
- Creates and coordinates student social activities that facilitate positive social connections and relationships among students; develops and delivers workshops for students; develops peer-to-peer support activities;
- Refers students to support services; monitors and reports on community climate and factors that affect student well-being; and establishes a reputation as a trusted advisor among students throughout the academic unit
- Interacts with students daily to keep a finger on the pulse of the community.
- Investigates problematic inquiries and advocates on behalf of students having difficulties who require accommodations/ concessions or non-standard arrangements.
- Provides information to students about appropriate resources to improve their academic performance and standing.
- Assists students in exploring services, resources and programs to improve skills, build student resiliency, and increase academic success and independence.
- Coaches students on matters including personal stress management or accommodations for disabilities.
- Monitors students repeating courses and those who are out-of-sync with their cohort.
- Works closely with Academic Advisors in engineering in supporting the students through their academic progression in the Department.
- Provides continuity in wellness support for each cohort throughout the students' program.
- Identifies repetitive patterns in interactions between students and educational programs bringing these to attention of departmental leadership.
- Ability to judge when to preserve student confidentiality and when to reach out to support personnel for additional help.

Report on, and advocate for, student and community well-being

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- Provide regular and ongoing reports on the state of the student community and factors affecting student well-being to the Chair and Associate Chairs
- Make recommendations for program changes and initiatives that would enhance community and student well-being
- Work with Community Wellness Coordinators in other departments to present semi-annual reports, with recommendations, to the Dean, Associate Deans, Department Chairs and School Directors
- Identify important research questions and necessary data to plan future community wellbeing initiatives
- Advocate for student interests with department and faculty leadership.

**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

- Bachelor's Degree required; Master's Degree is desirable
- Education concentrations in psychology, social work, community psychology, organizational behavior, sociology or other behavioral and social sciences seen as preferred
- Equivalent combination of education and experience, with an emphasis on experience, will be considered

Experience

- A minimum of 3 – 5 years of experience in a student-focused post-secondary environment
- A focus on community development, mental health and student supports is a significant asset
- Experience working with diverse student populations
- Prior teaching experience is desirable

Knowledge/Skills/Abilities

- Demonstrated advising skills with the ability to support a diverse group of students through difficult situations
- Ability to work progressively and cordially with students, faculty, staff to ensure a welcoming environment for a diverse community
- Proven ability to deal with confidential and sensitive issues
- Excellent communication skills including the ability to handle a wide range of queries and problems with tact, compassion and firmness required
- Demonstrated ability to coach and support students in problem solving and developing solutions
- Proven ability to identify problems or issues, and deal with difficult or complex situations by probing for information, analyze key information, determine implications, and facilitate solutions
- Past evidence of successful creativity and comfort with experimentation and trial and error in programming
- Intermediate skills using Microsoft Office including Word, Excel, PowerPoint. Immediate to advanced skills with database software, Quest, Sharepoint, DropBox and social media platforms including Facebook, Instagram, Reddit, etc.

Nature and Scope

Contacts: Internally, Associate Chair, Associate Dean of Engineering (Undergraduate, Graduate Studies, or Teaching); Engineering First Year Office; Engineering Student Relations Officer. Externally,

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Engineering Counsellors; University Counsellors; UW MATES; Engineering Society; etc. The incumbent must act with sensitivity and discretion when interacting with students, and faculty members regarding student wellness matters. This position must maintain a high level of professionalism and knowledge to handle the volume and complexity of inquiries and to provide effective liaison between Systems Design Engineering and other University departments.

Level of Responsibility: The Coordinator will be responsible and accountable to the Chair and the Faculty Executive of the department. The Coordinator has a powerful influence on student success and is critical to institutional effectiveness and student persistence. The growing number of students at risk or with mental health problems requires specialized developmental or intrusive advising competencies. They need to have a holistic understanding of students and how their various issues may intersect, particularly related to progress in their academic program.

Decision-Making Authority: The incumbent is expected to perform the duties of the position within established policies and procedures and according to an established calendar of events, under minimal supervision. The job requires the regular exercise of independent action within defined policy parameters.

Physical and Sensory Demands: Minimal demands typical of an administrative position operating within an office environment

Working Environment: The position is exposed to stress and pressure associated with mental health related responsibilities. It involves moderate psychological risk resulting from difficult and unavoidable exposure to disagreeable and uncomfortable environmental and psychological conditions. There will be unusual hours and schedules. The position involves the stresses associated with an on-call system, multiple and/or tight deadlines beyond one's control, and constant interruptions.