

## Job Description



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<b>Job Title:</b>	Director
<b>Department:</b>	Writing and Communication Centre (WCC)
<b>Reports To:</b>	Associate Vice-President, Academic (AVP-A) Associate Vice-President, Graduate Studies and Postdoctoral Affairs (AVP-GSPA)
<b>Jobs Reporting:</b>	Manager, Undergraduate Student and Peer Tutor programs Manager, Graduate Student and Postdoctoral Fellows programs Operations and Marketing Coordinator Workshops and Integrated Support Coordinator
<b>Salary Grade:</b>	USG 13
<b>Effective Date:</b>	September 2020

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### **Primary Purpose**

The Director is primarily responsible to the AVPA, and secondarily responsible to the AVP-GSPA, for providing leadership and oversight to the Writing and Communication Centre (WCC) in order to advance the strategic direction of the University in the areas of writing and communication support for graduate students, undergraduate students, postdoctoral fellows, faculty, and staff. The Director provides strategic vision and leadership for the WCC, provides program oversight and direction, directs budget and personnel decisions, oversees staff development, participates in decision-making and planning activities through University committees and groups, and by participating in the AVPA Portfolio leadership team, ensures effective communication within and from the WCC, and liaises with academic faculties and departments and other academic and student services. As part of the WCC leadership team, the Director supports faculty as writers and communicators as necessary. The Director is actively engaged in professional activities through professional associations and conferences, and will pursue research and direct WCC research activities concerning writing centre studies, or writing and composition studies.

### **Key Accountabilities**

#### **Leadership and strategic direction:**

- Provides strategic leadership and direction to the WCC by leading the WCC leadership team and directing program development, operations, human resources, special projects, research, policy development, and assessment
- Leads organizational strategic planning and projects for the WCC, including but not limited to visioning and planning, space, budget, research agendas, project development, and program reviews
- Contributes to strategic planning and reporting documents, for the WCC and UWaterloo, including strategic goals and outcomes documents, annual reports, quarterly feedback, etc.
- Liaises and engages with campus stakeholders on matters related to writing and communication proficiency and productivity, and to advance practices related to composition, writing across the curriculum, and writing in the disciplines

- Participates in University committees, groups, and events to represent the WCC, the interests of the AVPA or GSPA, advise on writing and communication proficiency development, etc. as needed
- Ensures that policies and procedures of the University and the WCC are followed in all activity areas
- Oversees, coaches, and guides managers and coordinators in the WCC in the effective management of their portfolios and staff
- Coordinates and leads staff meetings, professional development, and other team activities
- As a member of the WCC leadership team
  - ensures that program development and teaching/service delivery meets or exceeds pedagogical standards as supported by research and writing centre professional associations
  - fosters a positive, engaging and inspiring work environment
  - ensures that values of equity and inclusivity are embedded in programs, policies, processes, and relationships
  - promotes the work of the WCC internally and externally within the writing centre community

### **Program Oversight and Direction**

- Leads the WCC leadership team to:
  - Use evidence-based methods to identify program needs and gaps
  - prioritize, renew, develop, and implement programming plans, including core learning objectives
  - advise on program direction and curricula
- Oversees and directs all program and unit assessment activities, determining methods, tools, frequency, etc.
- Advises the Workshops and Integrated Support Coordinator on learning objectives, curricula, interactive and practice-based learning activities, facilitation, assessment tools and practices, etc., as needed
- Partners with other academic support units, including the Library, the Office of Academic Integrity, the Centre for Teaching Excellence, the Centre for Extended Learning, the Centre for Career Action, WatPD, Graduate Studies and Postdoctoral Affairs, and the Student Success Office, to develop collaborative programs and services for students
- Works closely with the Centre for Teaching Excellence to promote and support the effective teaching and evaluation of writing, to support the integration of writing in classroom contexts, to support supervisors of graduate theses, and to otherwise support the teaching of writing and communication at the University of Waterloo

### **Financial and Human Resource Oversight**

- Develops the WCC annual budget and oversees financial management processes
- Manages external funding, including grants and other funding for research and special projects, as required

- Directs all personnel decisions for the WCC, including equitable recruitment and hiring processes and professional development opportunities for staff members
- Manages and supports management staff, regular staff and student staff, ensuring excellent and equitable teaching and program facilitation
- Responsible for adherence to Policy 18 and all other relevant staff policies as outlined by the Secretariat

### **Relationships and Communications**

- Represent the University of Waterloo at regional, national, and international professional meetings and conferences, e.g. Canadian Writing Centre Association (CWCA), International Writing Center Association (IWCA), Canadian Association for Studies in Discourse and Writing (CASDW), Canadian Association for Studies in Language Learning (CASLL)
- Network with writing centre directors at other institutions
- Represent the WCC and provide input on teaching writing and communication on UW Committees and groups (e.g. committees related to the University's student communication outcomes initiative; Arts First Advisory Committee) as required
- Meet and consult with Directors and Managers of relevant academic and student support units, and with Deans and Chairs of Faculties and relevant academic departments, on matters related to teaching and supporting writing and communication
- Meet and consult with student stakeholders, including representatives from FEDS, GSA, and other student groups, as needed
- Provide reports on activities and services to relevant bodies, including the Student Services Advisory Committee (SSAC), annually or as required
- Oversee all outgoing communications and publications from the Writing Centre, including marketing and promotional materials and the Writing Centre website

### **Faculty writer support**

- In collaboration with the Manager, Graduate Student and Postdoctoral Fellow Programs and Manager, Undergraduate Student and Peer Tutor Programs, supports faculty in writing and communication activities associated with the production and dissemination of scholarship, including grant-writing.
- When requested and in collaboration with CTE, advises faculty and course instructors about teaching writing and communication
- In conjunction with the Manager, Graduate Student and Postdoctoral Fellow Programs, facilitates individual consultations on faculty projects in progress, designs and facilitates programming for writing retreats, cafés, and writing groups for faculty

### **Research and professional development**

- Responsible for maintaining expertise in the fields of teaching, writing studies, writing centre studies, etc.
- Participates in relevant professional associations by attending conferences, webinars, and other professional development opportunities
- Proposes and designs research projects, either individually or as part of a collaboration

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- Seeks out funding opportunities for research and other projects
- Conducts research according to relevant policies and guidelines
- Disseminates research by presenting at conferences or submitting articles for publication
- Provides research-based data and references to senior university administrators when requested

*\*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**

- PhD, or other terminal university degree, especially in a program requiring the completion of a dissertation, thesis, or other major written project, either completed or in progress, is strongly preferred
- Master's degree is required
- Undergraduate or advanced degree in a field related to language, writing/composition, discourse, rhetoric, linguistics, communication, writing centre studies, TESOL, education, etc., or 5+ years demonstrated equivalent progressive professional experience in a writing centre or other writing/communication teaching environment showing: leadership experience and/or training, pedagogical training and support, and a record of research production and dissemination related to teaching writing and communication

#### **Experience**

- 5+ years of professional experience with progressive responsibility in a university setting is required, ideally in an academic unit, academic support unit or student service department
- Must have experience leading a team, managing staff, managing strategic processes, and balancing competing priorities
- Must have some experience with teaching writing or communication, or supporting the teaching of writing or communication, in a post-secondary environment
- Must have research and publication experience

#### **Knowledge/Skills/Abilities**

- Demonstrates excellent communication skills, both written and verbal, as well as excellent interpersonal skills and diplomacy
- Demonstrated ability to exercise sound judgement and discretion; excellent analytical and problem-solving skills
- Exceptional organizational and time-management skills are required
- Motivated, self-directed, able to work independently and collaboratively;
- Demonstrates sound staff management, including constructive coaching / support
- Demonstrates an in-depth knowledge of writing/composition pedagogy that is culturally competent and grounded in an equity framework
- Demonstrates an in-depth understanding of graduate education, scholarly publications, and academic and public scholarship

- Demonstrates a solid understanding of academic research, publishing, and professional expectations for university faculty

### **Nature and Scope**

- **Contacts:** Circulates information within the department, including colleagues and direct reports; communicates with a wide range of departments and groups within the University; serves on University committees. Superior interpersonal skills including the ability to interact using tact and diplomacy and problem-solving. Excellent written and oral communication skills. Proven strength in organization, collaboration and relationship management
- **Level of Responsibility:** Leads the WCC leadership team; responsible for advising University leadership on writing and communication research and outcomes; responsible for strategic direction and program delivery for University community; responsible for ensuring that programs are equitable, accessible, and grounded in best practices and current theories of teaching and writing/composition; responsible for staff oversight and constructive coaching.
- **Decision-Making Authority:** Makes decisions and/or delegates decision-making for all areas of the Writing and Communication Centre as above
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment, periods of extensive sitting, concentrated use of visual sense and physical effort that may result in moderate fatigue, strain, or injury as a result of repetitive keyboard//mouse movement. Occasional moderate demands related to delivering programming across campus, including walking; lifting and carrying supplies, beverages, snacks, etc.; moving classroom furniture; etc.
- **Working Environment:** This role involves minimal-moderate exposure to normal stress and pressure typical of a leadership position, including stress and pressure associated with senior level responsibilities, unavoidable exposure to uncomfortable environmental conditions generally associated with normal workplace interpersonal conflict, change management, etc. There may be work outside of normal operating hours of the institution, multiple and/or tight deadlines beyond one's control. Located indoors in comfortable, fast-paced office environment. Some inter-campus travel is required.