

Job Description

Job Title:	Manager, Immigration Consulting
Department:	Student Success Office
Reports To:	Director, Student Success Office
Jobs Reporting:	Immigration Consultants
Salary Grade:	USG 11
Effective Date:	March 2018

Primary Purpose

The Manager, Immigration Consulting, is an expert on immigration as it relates to students and the University community. The Manager is accountable to the Director, Student Success Office for leadership and oversight in the provision and coordination of international student advising with particular focus on the implementation of a comprehensive and proactive immigration consulting service for students. He/she is also expected to provide senior level immigration advising to students and staff/faculty supporting students and manages and coaches the team of Immigration Consultants. S/he will also adhere to the immigration consultant job description for immigration advising which involves professional, competent and appropriate advising procedures in a confidential and ethical manner in accordance with standards as set by the Canadian Bureau of International Education, the Immigration Consultants of Canada Regulatory Council, and applicable professional associations. The Manager also contributes to strategic planning in the Student Success Office, and provides expert advice and support in alignment with University policy and practices as they intersect with immigration.

Key Accountabilities

Immigration Expertise and Support

As a subject matter expert, provides direction and guidance to the University community on immigration as it relates to the International Student Program (ISP):

- Provide oversight on all aspects of the ISP, including but not limited to Study Permits, Work Permits, Temporary Resident Visas, policy updates and regulatory updates for compliance; permanent residence and citizenship
- Advise, assist and guide all departments, staff, faculty and students on non-routine and complex matters of Canadian immigration, as well as changes to federal and provincial policies concerning student-related issues
- Accountability with respect to Policies and Guidelines around ISP to administer and mitigate risk

Adheres to the Immigration and Refugee Protection Act (the Act) and its Regulations (the Regulations) and ICCRC Regulations, which includes:

- maintaining up-to-date knowledge of and changes to the Act and the Regulations as it pertains to the University and its regulatory policies
- ensuring that any changes to the Act and Regulations, policy or procedures, have been documented, implemented, and communicated to appropriate areas affected
- all staff remain in good standing as per ICCRC regulations including but not limited to Code of Professional Conduct, Good Character and Good Conduct, Continuing Professional Development, Practice Management Education, Compliance Audit

The Manager will liaise with the Manager, Immigration and Visa Support Services to ensure consistency and a professional approach to providing immigration services to the campus. This will include regular

information sharing and reporting, as appropriate, and proactive collaboration to ensure the best service to the campus and institutional reports and audits are well-informed.

Advising Service to Students

- Provide and coordinate professional, accurate, efficient and timely immigration advising services for international students, including but not limited to: in-person, email, Skype, telephone,
- Act as the resource expert for the unit. Liaise with appropriate members of other departments or faculties, regarding issues pertaining to immigration and reporting on these issues to the Director, Student Success Office.
- Oversee the operations and evaluation of all immigration advising services provided to students (i.e. success office, residence, faculty, satellite campuses) where an agreement has been made to provide immigration advising services.
- Remain current on the immigration needs of all students at the University, relevant University policies and procedures, best practices in immigration consulting, including forecasting future developments for the diverse University of Waterloo student population. Based on findings, and in consultation with the Director, Student Success Office, the Manager will identify and develop new initiatives to support the delivery of immigration information as well as effective advising for students. He/she will spearhead the execution of the initiatives through possible projects that will facilitate positive experience in all aspect of immigration applications.
- Liaise and collaborate with the Manager, Immigration and Visa Support Services as appropriate.

Leadership and Management

- Provide strong leadership to the Immigration Consulting team. This includes setting clear and reasonable expectations, providing ongoing feedback and establishing a strong foundation for performance through a comprehensive professional development program. Responsible for all human resource related functions for the team of Immigration Consultants.
- Coordinate the day-to-day operations of the Immigration Consulting team, including but not limited to effective management of staff, finances, policies, materials, and any other activities engaged in by the Immigration Consulting team.
- Develop effective work dynamics and managing performance of staff through both formal (performance appraisal) and informal methods such as regular feedback, coaching and one-on-ones.
- Proactively build and maintain strong relationships with internal and external partners, government organizations and agencies as appropriate to support consulting to international students, to facilitate services and education programs on campus, and to build awareness of the unique immigration needs and experience of the students.
- In consultation with the Director, Student Success Office, the Manager is responsible for monitoring and managing priorities within operating budget.
- Ensure policy, practice and service delivery are congruent with direction provided by central University immigration and internationalization strategies.
- Implement assessment methods to measure achievement in all areas of responsibility including service goals and objectives and determination of service success on a termly basis. Examples may include measuring student satisfaction and ensuring that statistical profiles are maintained on such particulars as the types of student concerns being seen, and the distribution of students accessing the services across faculties, years, referrals sources etc.

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- Participate in certain department-wide or campus-wide responsibilities including special events, special projects, committee participation etc.

Required Qualifications

Education

- An undergraduate degree and/or equivalent experience.
- Regulated Canadian Immigration Consultant in good standing with the Immigration Consultants of Canada Regulatory Council.

Experience

- 5 + years of progressive management experience in immigration support for the University and international students (and/or young adults/students in a similar setting), with extensive expertise with the International Student Program.

Knowledge/Skills/Abilities

- Proven strong advocacy skills as evidenced by experience assisting clients (international students).
- Evidence of strong management skills particularly around leading a team.
- Evidence of a service-oriented perspective and the ability to resolve issues quickly, expertly and with minimal difficulty for the stakeholder.
- Proven ability to take initiative, be creative and flexible.
- Demonstrated ability to thrive in and contribute to an integrated and collaborative team environment and to apply a positive team approach to working with colleagues.
- Demonstrated ability to work collaboratively, maintain confidentiality, exhibit sensitivity to the needs and interests of various stakeholders and contribute to the functioning of a diverse team both within an individual department and across a larger institution.
- Strong oral and written communication skills, organizational skills, and sound judgment in decision making.
- Awareness of and sensitivity to cultural, language, political, socio-economic, and other relevant factors in areas associated with UW's international interests.
- Proven ability to provide a mature, competent, and professional presence vis-à-vis external government and immigration officials, current and prospective students, and academic departments and academic support services of the University.
- Beneficial: international experience and second language skills.
- Beneficial: Comprehensive understanding of University policy and procedures as they relate to students in general and international students in particular would be an asset.

Nature and Scope

- **Contacts:** This position interacts with all academic departments and support services, serving as the primary contact for immigration pertaining to students, SSO staff, other staff, faculty, as well as other stakeholders and external partners. Strong communication skills (written and oral) are essential, including clarity, diplomacy and tact. Ability to work independently and as part of a team.
- **Level of Responsibility:** Manages department and university-wide function or process; responsible for ensuring the provision and coordination of international advising services to students as part of supporting the university's objectives around global prominence and internationalization. Responsible for managing staff, advising students. Self-initiated, detail-oriented, strategic thinking is required. Excellent time management skills.
- **Decision-Making Authority:** Continually makes decisions about the most effective methods of advising students; determines the optimum course of action to solve problems and to exert a positive influence on other stakeholders. Responsible for hiring, training and supervising staff.

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- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment; periods of extensive sitting and concentrated use of visual senses. Exposure to a fast-paced service oriented environment.
- **Working Environment:** Much of the time is spent sitting in a comfortable position meeting with students one-on-one in a private office. Located in a comfortable indoor area, although may work out of various locations. There is a frequent need to give close attention to detail such as written material and information given verbally by students. There are times of high demand for service, and there is always a requirement for thoroughness and accuracy. Weekend and evening work is sometimes required. Minimal exposure to disagreeable conditions typical of a supervisory position and one where it is necessary to convey negative or unwelcome information to students and staff.