

## Job Description

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<b>Job Title:</b>	Manager, Undergraduate Studies & Student Wellness
<b>Department:</b>	Chemical Engineering
<b>Reports To:</b>	Administrative Officer
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 8
<b>Effective Date:</b>	December 2021

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### **Primary Purpose**

The Manager, Undergraduate Studies & Student Wellness administers the ChE undergraduate program. In this leadership role, the Manager directly supports students' academic success and plays a strategic role in developing student experiences. The Manager also supports teaching operations and academic requirements for program accreditation. This position plays an integral part in promoting the well-being of students and plays a critical role in student retention, persistence and success.

### **Key Accountabilities**

#### **Academic Advising and Accreditation**

- Provides advice to on campus and on co-op students regarding academic regulations, course enrollment, work term reports, professional development, deadlines, options, minors and specializations, internal transfers, program adjustments, and milestones
- Organizes distinct curriculum for program and cohorts, make recommendations on curriculum changes
- Provides guidance for students with disabilities to create an augmented program; customize a plan that meets their needs while keeping integrity of program
- Facilitates resolution of academic issues
- Advise students about alternatives, limitations and possible consequences of academic decisions
- Manage exceptional advising cases, petitions, academic honesty, appeal, accommodations or grade reappraisals
- Analyze and report program enrolment trends, student satisfaction and performance
- Collaborates on academic program development and design
- Supports timetabling for undergraduate and graduate courses, ensuring availability to meet program requirements
- Enforces academic regulations, policies and processes, and acts as a key resource for faculty members on undergraduate curriculum, procedures and policy
- Analyze program and teaching records to inform teaching assignment decisions
- Ensures Undergraduate Calendar is up to date and reflects academic standards/requirements and procedures
- Oversee administrative support of the outcomes based assessments and quality assurance as required by the Canadian Engineering Accreditation Board

#### **Wellness Coaching**

- Plan, conduct and oversee special events related to community building
- Assess student needs during periods of personal and academic crisis; referral to Health Services or Counselling as necessary; follow-up with students to ensure they are receiving support needed

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- Facilitate participation of students in educational opportunities designed to teach students what signs to look for when they are in trouble and remove stigma of getting help when needed
- Assist instructors with incorporation of mental health and self-care concepts in to their interactions with students
- Interact with faculty on a regular basis to raise the issue of student wellness
- Provide knowledge and skills to students to develop resilient mental health and improve study skills
- Preserve student confidentiality; elevate wellness concerns to support personnel for additional help when required – report on and advocate for student and community well-being
- Coach students on matters including personal stress management or accommodations for disabilities
- Initiate referrals to appropriate Campus Wellness Services, AccessAbility Services or other on-campus/community resources
- Plan and execute events designed to improve UG experience and support priorities regarding engagement of UG students
- Organize and execute THRIVE and Mental Health events each term and other wellness activities (walk, treat days, cooking classes, mindfulness seminars), guest speakers supporting “wellness initiatives”

### **Financial Administration**

- Coordinate undergraduate scholarship applications including NSERC Undergraduate Student Research Awards
- Create annual budget proposal and management of funds for wellness activities. Apply for grants that would support student wellness.

### **Administration**

- Works with the Associate Chair and EE&P Rep on petition and motion cases
- Provides background information, research, advice and administrative support in the academic decision making process
- Identifies academic progression issues, notifies students who are at risk and utilizes proactive intervention strategies for students
- Liaises with Math, MSCI and Chemistry regarding service courses
- Monitors, evaluates and communicates academic standings ensuring academic requirements have been met and are correct
- Develops and implements new procedures and processes to improve service quality and stakeholder satisfaction
- Implements communication and outreach strategies to influence student retention through relationship development
- Other duties or projects as assigned by Chair, Associate Chair, Administrative Officer

### **Other Duties**

- Monitors the department’s web pages and coordinates updates to the Undergraduate pages
- Special projects and other duties as assigned by Associate Chair or Administrative Officer

*\*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**

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- Completion of a College Diploma in business administration or related field required, Bachelor's degree preferred. Courses taken regarding mental health wellness especially for students.
- A combination of equivalent education and/or experience will be considered.

### **Experience**

- 3-5 years' of administrative experience required, preferably in an academic setting related to academic program advising such as interpreting, applying and relaying complex policies
- A focus on mental health and student supports
- Experience working with diverse student populations
- 1-2 years' of supervisory experience including leadership experience to guide process change

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

- Intermediate skill level using Microsoft Office suite, Quest, SharePoint, WCMS, and LEARN
- Ability to navigate web resources and use online applications and tools
- In-depth knowledge of Undergraduate Studies policies and procedures
- Demonstrate 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
- Proven ability to work within a team environment
- Strong communications skills
- Ability to multi task in a fast paced environment with daily interruptions and deadlines
- Ability to analyze statistical data for reporting
- Motivated and positive attitude

### **Nature and Scope**

- **Contacts:** Internal contacts include Chemical Engineering staff, faculty and students, Finance, Engineering Undergraduate Studies Office. External contacts include providing guidance to potential applicants and incoming students.
- **Level of Responsibility:** This position has specialized work with minimal supervision. The incumbent must demonstrate a deep understanding of the student experience from recruitment to graduation. This position is responsible for supervision of staff and ensuring proper assignment of duties, mentoring, and oversight of performance.
- **Decision-Making Authority:** This position contains complex and non-routine issues requiring self-directed decision making in consultation with the Associate Chair Undergraduate Studies and Administrative Officer.
- **Physical and Sensory Demands:** Demands typical of a position operating within a fast paced office environment with multiple interruptions and many deadlines. Peak times include high volumes of requests through email, phone and in-person appointments.
- **Working Environment:** Office based, regular working hours. May be required to attend recruitment related events outside of regular working hours. Stress related to working with students experiencing academic or mental health challenges and high volume of work.