

Job Description

Job Title:	Senior Consultant, Immigration & Visa Services
Department:	Legal and Immigration Services
Reports To:	Manager, VISA and Immigration Support
Jobs Reporting:	None
Salary Grade:	USG 11
Effective Date:	November 2020

Primary Purpose

The Senior Consultant, Immigration & Visa Services is the Subject Matter Expert on Immigration as it relates to the University community, overseeing compliance with the University's responsibilities under the Immigration and Refugee Protection Act (the Act) and its Regulations (the Regulations). The Consultant is the key operational advisor, providing the first response to departmental/area leaders (Associate Deans, Chairs/Directors and Administrative Officers) and Administrative Support Staff on faculty, staff and student matters (work-related and Post-Graduates) related to immigration issues to ensure effective delivery of centralized strategic programs and services of the Visa & Immigration Support office. This position also provides the operational lead on the day-to-day management and contributing to the administrative development of the centralized strategic programs and services and providing expert advice and support in alignment with University policy and practices on immigration.

Key Accountabilities

Administrative Leadership

Acting as the Senior Subject Matter Expert, providing direction and management to the University community on all aspects of immigration:

- Manages all aspects related to the Temporary Foreign Worker Program as it relates to the University as an employer, including but not limited to job advertisements to JobBank.gc.ca, LMIA applications, data updates for compliance reviews
 - Advise, assist and guide all departments, staff, faculty, students and visitors on any non-routine and complex matters of Canadian and foreign immigration
 - Provide advice and guidance to the President's and Vice-President's Offices with regards to changes to federal and provincial policies concerning immigration
- Provide formal reports on behalf of the University for immigration audit or review purposes
- Accountability with respect to Policies and Guidelines around TFWP to administer TFWP and mitigate risk.
- Advice on all matters of permanent residency and citizenship applications for the University community
- Provides indirect supervision of International Student Advisors and duly Registered Canadian Immigration Consultants (RCICs) in Student Success Office on matters of immigration pertaining to the TFWP and the University as an employer.

Job Description



Compliance

Ensuring compliance under the Immigration and Refugee Protection Act (the Act) and its Regulations (the Regulations)

- Provides Senior Level advice and guidance to the University Community as it pertains to the University and its regulatory Policies.
- Maintains up-to-date knowledge of and changes to the Act and the Regulations as it pertains to the University and its regulatory policies
- Ensures that any changes to the Act and Regulations, policy or procedural, have been documented, implemented, and communicated to the appropriate areas affected
- Maintains access to documentation for compliance activities as per Employment and Social Development Canada (ESDC) policy requirements.

Strategic Liaison

- Establish a personal network of resource people that can assist with immigration matters (e.g. immigration lawyers/consultants, Citizenship and Immigration Canada and Employment and Social Development Canada contacts, etc.)
- Foster a partnership with Stakeholders built on subject-matter field expertise.
- Maintain a relationship network with colleagues and peers at other Canadian Universities in similar roles
- Lead, facilitate and present various workshops to the general University community about immigration and its processes

Financial Accountability

- Research and request for proposals for services to ensure alignment with the changing requirements of the TFWP and LMIA processes as set by the Immigration Act and Regulations
- Negotiate with suppliers/service providers on most relevant services/supplies needed to meet the requirements of the TFWP and LMIA
- Develops operating budget in consultation with the Manager, Visa & Immigration Support and is responsible for monitoring and managing priorities within that budget

**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

- University degree
- Must have professional designation as a Certified Immigration Consultant in good standing under Immigration Consultants of Canada Regulatory Council (ICCRC), or College of Immigration and Citizenship Consultants

Experience

Job Description



- 5+ years of progressive management experience in the area of immigration support for both employer and employees, including expertise with the Temporary Foreign Worker Program, extensive experience in advising client groups on all possible aspects of immigration to Canada, fielding immigration complaints and investigating breaches
- 5+ years of experience in an academic institution with thorough knowledge and understanding of hiring and inviting policies, guidelines and procedures for faculty, staff, students and visitors

Knowledge/Skills/Abilities

- Demonstrated ability to serve as a knowledgeable resource to leaders within a large complex organization
- Outstanding interpersonal relationship building skills;
- Superior written and spoken communication skills
- Proven ability to handle sensitive and confidential information and deliver advice to all levels within the University community
- Advanced skill using Adobe Acrobat Professional, Waterloo Content Management System, Word
- Intermediate skill using HRMS systems, Quest, Excel and PowerPoint

Nature and Scope

- **Contacts:** This position interacts regularly with senior managers in all academic departments and other academic support services across the University. This position is also a key contact for staff within the University. The Consultant is responsible for developing and maintaining strategic working relationships with all these areas in order to fulfill the primary purpose of the position. The incumbent will have lead responsibility for developing recommendations to settle sometimes highly sensitive, confidential immigration matters at the University.
- **Level of Responsibility:** This position is responsible and accountable for the routine and non-routine, complex execution of all immigration-related inquiries and implementation support related to any foreign nationals visiting and/or hired by the University of Waterloo. The Consultant represents the University externally as its named RCIC representative on all matters of immigration. The Consultant must have extensive knowledge of the *Immigration & Refugee Protection Act and its Regulations*, and the interplay between it and other legislation (i.e. Employment Standards Act). The incumbent must use understandable legal and institutional context when advising, so as to direct and provide the most relevant guidance. The incumbent will review and interpret other legislation that may relate to the advice sought. The incumbent must use tact, judgment, and diplomacy in formulating responses to requests for advice, reviews and audits. The incumbent must be able to apply principles to factual situations and understand and appreciate diverse points of view about complex and often inter-related issues. The incumbent exercises discretionary authority to provide advice and solutions to queries and problems raised by members of the University community often with little lead time.
- **Decision-Making Authority:** This position has decision-making authority for all items outlined above. The Consultant is expected to be self-directed in responding to requests, complaints, breaches, and questions. The incumbent makes recommendations to the Provost's Office regarding internal procedures surrounding the TFWP and has discretionary authority to respond to complaints, immigration breaches, and TFWP related questions at the University.
- **Physical and Sensory Demands:** Minimal demands typical of a management position operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a supervisory position. Exposed to stress and pressure associated with confidential leadership

Job Description



responsibilities. There may be multiple and/or tight deadlines beyond one's control, and constant interruptions (e.g. phone calls, e-mails and unplanned but urgent support requests, varying volume).