

## Job Description

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<b>Job Title:</b>	Employee Career Advisor and Learning Specialist
<b>Department:</b>	Talent Development, Human Resources
<b>Reports To:</b>	Director, Talent Development
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 10
<b>Effective Date:</b>	November 2024

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### **Primary Purpose**

Reporting to the Director, Talent Development within Human Resources, the Employee Career Advisor and Learning Specialist (ECALS) will provide employees with comprehensive career support and coaching, aligned with talent development programs and initiatives. The role involves guiding individuals and groups through career planning, development and exploration to help them achieve their career goals at the University. The ECALS has experience and knowledge of the university's talent development processes and supports available both internally and externally to support employees on their career journey.

In addition to individual support, the ECALS is part of the Talent Development team and works collaboratively with colleagues in Organizational and Human Development to design, develop and facilitate career programming, materials, and initiatives to provide employees with comprehensive career and employment coaching.

The incumbent understands the importance of working in a manner that builds and maintains strong relationships with employees across the university and works proactively to cultivate relationships across campus with key partners.

### **Key Accountabilities**

#### **Support UW employees in their career planning, development and exploration**

- Supports employees with understanding career journey mapping at Waterloo in alignment with the strategic talent and performance framework
- Develops strong, supportive coaching relationships that are adaptable to people of all identities and experiences.
- Cultivates trust with people in one-on-one and group environments, centering attention on the values and needs of those seeking support
- Creates a non-judgmental and safe environment for employees that encourages reflection and that promotes the development of self-efficacy, resilience, and hope
- Facilitates reflection and self-assessment through active listening and interviewing skills to help people identify and synthesize self-information for use in a variety of career, employment, and lifelong learning settings
- Guides individuals in accessing and using resources that will help them to identify and/or pursue their priorities and goals
- Supports individuals with understanding and navigating employment and institutional systems at Waterloo

### **Career Development Programming**

- Design, development and deliver career development programming and initiatives
- Builds capacity and community through group interventions supporting career growth and development
- This includes but is not limited to the following:
  - Collaboration with campus partners (Centre for Career Development), Human Resources team members, and subject matter experts
  - Maintain accurate records and organization of all program/offering documentation and materials
  - Provide program support services (eg: arrangement of facilities physical or virtual, preparation of materials for participants, communication with participants, and related supports for program/offering experience)
  - Manage participant processes from registration/application through to celebration for applicable programming
  - Provide ongoing coaching to program participants
  - Manage and coordinate the annual term over term planning for the calendar of offerings
  - Manage service arrangements with internal/external providers to ensure cost effectiveness and exceptional service delivery
  - Contribute to any required travel arrangements/accommodation for external facilitators and program guests
  - Contribute to the development and execution of the measurement and evaluation for all programming

### **Support Talent Development Initiatives**

- Remains current on organizational development, talent development, career coaching, employee learning, training, instructional methodologies through research and outreach to ensure the University is using best practices in coaching, development methods and programs.
- Shares trends with Talent Development team to ensure alignment between initiatives and employee needs
- Contributes to Talent Development events
- Participates as an active member of the Talent Development team and has input on mid- and long-term planning for the unit
- Participates in and contributes to regular team and department wide meetings as appropriate.

*\*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**

- Completion of a master's degree in counselling (or related field) required or equivalent combination of education and experience will be considered.
- Background in adult education, instructional design, and/or organizational development or other relevant disciplines preferred.
- Training / professional development in trauma-informed service provision, ethics, career development and/or social work

#### **Experience**

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- Experience in career coaching and advising
- Experience in design, coordination, implementation and evaluation of creative learning and development programs, events, and experiences
- Experience in a post-secondary environment an asset

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

- Active listening and intentional verbal and written communication skills, toward supporting individuals and groups in their own learning and reflection
- Non-judgmental, empathetic, and trauma-informed and person-centered approach to working through challenges is a must
- Experience creating safe spaces for trusting/helping conversations.
- Commitment to deepening advising and coaching skills through individual reflective practice and professional development
- Strong verbal and written communication skills, facilitation skills, and strong interpersonal and advising skills.
- Awareness of own social location and how it affects the power and privilege in advising relationships.
- Manage confidential and sensitive information with integrity
- Knowledge of adult learning principles and the ability to design learning programs for adult learners
- Strong problem-solving skills and a willingness to collaborate and work well with other team members
- Requires ability to develop relationships and align strategy with key campus partners. (e.g., ability to know when to refer to others or other resources
- Outstanding interpersonal and organizational skills with the ability to prioritize tasks, meet deadlines and manage competing priorities simultaneously.
- Ability to excel in an independent, highly confidential, ever-changing work environment

### **Nature and Scope**

- **Contacts:** Internal: Incumbent interacts with multiple departments, including executive and managerial staff and front-line staff on campus in partnership with Human Resources, Organizational and Human Development, the Centre for Career Development as well as broader Co-operative and Experiential Education unit,. For example, collaborate with other departments or groups to develop custom programs and develop relationships to encourage referrals. External: Incumbent may exchange information with, or make referrals to community partners (EFAP).
- **Level of Responsibility:** The job has specialized work with minimal supervision. May provide support and coaching (e.g., advising others of trends, peer coaching for best practices) to student staff.
- **Decision-Making Authority:** Makes timely decisions within the scope of the position. Requires flexibility and a consultative approach in decision-making in certain circumstances, as well as being responsive to changing priorities
- **Physical and Sensory Demands:** This role requires exertion of physical or sensory effort resulting in moderate fatigue, strain, or risk of injury. Minimal demands primarily operating within an office environment. Occasional lifting, carrying, and standing for periods of up to 6 hours.
- **Working Environment:** This role involves moderate psychological risk resulting from unavoidable exposure to disagreeable or uncomfortable environmental conditions. Role may include exposure to emotionally disturbing experiences and/or interactions with people who are upset, angry, abusive, aggressive, unstable, or unpredictable, unusual hours or schedules, and possible last-minute requests

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with short delivery deadlines (e.g., client with urgent need). OHD is a flextime unit and occasional weekend, and evening work may be required.