

Job Description

Job Title:	Employee Career Advisor and Learning Specialist
Department:	Centre for Career Action and Organizational & Human Development
Reports To:	Manager, Centre for Career Action and Assistant Director, Organizational & Human Development
Jobs Reporting:	None
Salary Grade:	USG 10
Effective Date:	October 2019

Primary Purpose

The Employee Career Advisor and Learning Specialist is responsible for the provision of career advice, coaching and support to help employees (staff, faculty, and CUPE members) to develop career goals and take action to achieve those goals. This role also provides learning and development opportunities for staff and faculty by providing workshops, training sessions, and other various materials and initiatives. The incumbent contributes to the strategies and plans of both the Centre for Career Action (CCA) and Organizational & Human Development (OHD) and builds relationships and partnerships with individuals and departments at varying levels across the university community.

Key Accountabilities

Provide and promote career advisement/coaching/learning for UW employees.

- Conduct individual career advisement sessions; provide assistance with any aspect of the career development process including: self-assessment tools, researching occupations, making career decisions, marketing oneself (resume, interview, CV), and being successful on the job
- Facilitate, coordinate, design, implement and evaluate workshops, development programs, events and activities designed to promote learning and development
- Work with departments to determine the department's and/or the individuals' needs for customized programs
- Perform needs assessments of the types of development required and determine the best means of delivering training
- Work with competency framework to identify programming opportunities to coach employees toward growth and success in their careers at UWaterloo
- Develop and facilitate wellness programming; work closely with Organizational & Human Development, Occupational Health and the Wellness Collaborative to ensure alignment, support, and integration
- Research best practices and implement new initiatives to support goals and enhance participant experience within the programs
- Understand expectations and level of reporting details required by the various campus groups
- Market career programs/services/learning opportunities so that employees are aware of these supports; this will include written materials, meetings and presentations
- Evaluate programs/services including satisfaction as well as learning and motivational gains; provide written status reports including qualitative and quantitative data

Engage in activities that support UW as a centre of excellence and expertise in career development/advisement/coaching. These activities include:

- Work with campus partners to understand strategic priorities and agree on approach to career programs/services
- Contribute to development of tools and training, and provide career advisement expertise for UW employees
- Maintain awareness of career development issues by reviewing pertinent publications/resources, and seeking out professional development and networking opportunities
- Develop online advisement materials and activities
- Develop and maintain a thorough knowledge of other university and community resources

Required Qualifications

Education

- Masters in Counseling (or related field) required or equivalent education and experience
- Certification to deliver Strong and MBTI results are also required
- CTP or CTDPA Designation is an asset

Experience

- 3 years of experience in career advising/counselling
- 2-3 years of experience in design, training methodology, coordination, implementation and evaluation of training and development programs, events and activities
- Experience advising a range of individuals (ages, experience, education, background)

Knowledge/Skills/Abilities

- Requires strong verbal and written communication skills, facilitation skills, and strong interpersonal and advising skills
- Strong time management and project management skills to work both independently and collaboratively with guidance from multiple supervisors
- Need to motivate and educate clients and bring a customer-service focus to the role
- Awareness of current learning theory and knowledge, with application of basic knowledge to workshop design
- High personal motivation, self-management, and detail-orientation; ability to take responsibility in meeting deadlines and making progress without direct supervision
- Handle and protect confidential and sensitive information with integrity
- Must be able to solve problems and work well with other team members
- Requires ability to develop relationships and align strategy with key campus partners and external stakeholders
- Requires strong problem solving skills to advise individual clients who are experiencing sometimes serious difficulties, and ability to know when to refer to others (e.g., Sexual Violence Coordinator), interpersonal issues such as dealing with other employees when there is a difference of opinion or approach, or difficulties getting necessary information from another department
- Intermediate knowledge of Microsoft Word, Excel and other online-based communications (e.g./ email/skype) and Advanced knowledge of PowerPoint required
- Continuous improvement mindset
- Occasional evening/weekend work is required

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, and Co-operative Education & Career Action. For example, collaborate with other department or group to develop custom program, and develop relationships to encourage referrals. External: Incumbent may exchange information with, or make referrals to, community partners.
- **Level of Responsibility:** The job has specialized work with minimal supervision. Provides co-worker support and coaching (e.g., advising others of new trends, coaching for emerging best practices).
- **Decision-Making Authority:** Incumbent makes timely decisions within the scope of the position. Requires flexibility and consultativeness 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. 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 hazardous, 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 with short delivery deadlines (e.g., client with urgent need). CCA and OHD are flextime units and occasional weekend and evening work may be required. **Incumbent will be required to work in two separate units.**