

## Job Description



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<b>Job Title:</b>	Coordinator, Student Development Programs
<b>Department:</b>	Student Success Office
<b>Reports To:</b>	Manager, Student Equity and Community
<b>Jobs Reporting:</b>	Co-op student(s)
<b>Salary Grade:</b>	USG 7
<b>Effective Date:</b>	January 2023

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### **Primary Purpose**

The Coordinator, Student Development Programs is responsible for the overall coordination and delivery of the Student Leadership Program (SLP) and the implementation and management of the Foundational Training Program (FTP) for peer leaders. This includes developing, coordinating, and delivering workshops aimed at enhancing the leadership skills for a diverse student population, and working with staff and student facilitators in ensuring outstanding workshop facilitation. This individual will work as part of the Student Equity and Community team, as well as a team of student staff to coordinate the delivery of student leadership and training programs, with the goal of enhancing student success and supporting equity and initiatives both within and outside of the classroom. The Coordinator will work closely with the Manager, Student Equity and Community to execute their primary areas of focus, as noted below.

### **Key Accountabilities**

#### **Program Administration and Development**

- Oversees and manages all administrative components of the Student Leadership Program (SLP), the Foundational Training Program (FTP) for peer leaders, and other specialized programs. This includes day-to-day program management, creating termly workshop schedules, coordinating workshop facilitators, overseeing administration of program assessment, overseeing the online registration system, monitoring attendance, and coordinating requests for custom workshops.
- For FTP, this includes enrolment, participant registration, tracking and monitoring student completion, updating LEARN course content, and maintaining an updated database of program participants.
- Updates and develops workshop materials including workbooks, digital resources, workshop supplies, feedback forms, etc.
- Supports elements of existing and new peer mentorship programs delivered by key campus partners. This includes developing and delivering training modules, supervising the delivery of training modules by student facilitators, and providing central support for recruitment and recognition efforts within the SSO.
- Coordinates and facilitates custom workshops and other student development programming, as required.
- Knowledgeable on student leadership and training, student development theory and student success.

#### **Student Staff Management and Development**

- Develops and coordinates the recruitment, hiring, selection, onboarding, training, and recognition of a team of student facilitators.
- Supervises one co-op student each term, who assists in program coordination, delivery, and project work.
- excellent and regular leadership development for student staff through ongoing 1:1 meetings and team meetings, feedback, goal setting and performance management.
- Responsible for payroll and general new hire administration.
- Provides extensive training and development for all student staff.
- Maintains consistent and appropriate levels of communication with student staff to ensure ongoing engagement and accountability.
- Offers professional development opportunities to student staff by means of facilitation or deferring to staff at the SSO and/or campus partners.

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- Responsible for the recognition and appreciation of student staff. They work closely with other staff in the SSO to ensure compensation and appreciation of student staff/volunteers is equitable whenever possible.

### **Program Assessment and Evaluation**

- Knowledgeable and up to date on the needs of incoming first-year students and their parents and family members including best practices at other institutions, current trends, and forecasting future developments in student affairs.
- Coordinates the collection of information (staff and participant feedback, attendance numbers, etc.) to provide recommendations for future program adjustments and considerations.
- Oversees program evaluation and assessment for all programs in the portfolio and anticipates future programming needs and requirements.
- Be knowledgeable and remain abreast of the needs of students including best practices at other institutions, current research, and trends, and forecasting future developments for the diverse University of Waterloo student population.
- Uses student feedback and data to provide recommendations for future program adjustments and considerations.

### **Relationship Building**

- Collaborates with the Student Equity Specialist, Peer Mentorship and other campus partners to ensure students are provided with the necessary support, resources, and information pertinent to their University of Waterloo student experience.
- Builds trust and partnerships with other departments with established leadership or peer mentorship programs to develop activities and deliver training and workshops.
- Collaborates with other SSO Coordinators to ensure consistency in our work, processes and approach to student success programs and initiatives.
- Works closely with campus and faculty partners to ensure the needs of current students are being met.
- Key campus partners include but are not limited to: Campus Housing, Campus Wellness, Athletics and Recreation, Co-operative and Experiential Education, the Waterloo Undergraduate Student Union, student groups/clubs/societies, and all Faculties and affiliated University Colleges.

*\*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 Bachelor's degree required; Master's or equivalent in related field (e.g. Leadership, Student Development, or Education) is an asset.

### **Experience**

- A record of and commitment to participating in ongoing learning and engagement in the areas of equity, diversity, inclusion, anti-racism and accessibility. Demonstrated experience applying this learning to their work.
- Demonstrated knowledge of barriers to student success (systemic, historic, issues of access) for Black, Indigenous, racialized, 2SLGBTQ+ and other historically underrepresented groups.
- Experience developing and delivering programs or workshops that engage and support all students, including underrepresented student populations, non-traditional students and students with academic difficulties.
- Experience managing/leading a team in student services, preferably within a post-secondary environment.
- Experience in facilitation required.
- Demonstrated experience with student leadership, peer mentorship and/or student leader training.
- Volunteer management/previous staff supervision experience.
- Experience in a student services setting working with students, faculty members/instructors, staff, and student associations.
- Experience working with large Excel spreadsheets, data analysis and report writing.

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- Program/project management experience is an asset.
- Teaching experience and/or curriculum design an asset.

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

- Proven ability to take initiative and be both creative and flexible.
- Outstanding interpersonal communication skills, including written, oral, one on one, and group.
- Demonstrated ability to contribute to and thrive in a collaborative environment and to apply a positive team approach to working with colleagues within and outside of the office.
- Demonstrated ability coaching student staff in facilitation and program content development.
- Proven facilitation skills and an ability to communicate to diverse audiences both in person and online.
- Political acumen is strongly preferred.
- Strong organizational and time management skills.
- Intermediate technical skills with the following programs: MS Word, Excel, PowerPoint, MS Teams

### **Nature and Scope**

- **Contacts:** Internally the Coordinator communicates with direct reports (co-op student and student facilitators), the Student Equity and Community team, the New Student Transition team, and other campus partners to ensure all employees are informed and knowledgeable about the SLP and peer mentorship initiatives. Externally, the Coordinator has frequent interaction with campus partners and academic support staff in various faculties.
- **Level of Responsibility:** The Coordinator directly supervises a Co-op student and team of student facilitators.
- **Decision-Making Authority:** The Coordinator will often make decisions in collaboration with others but will also be required to make independent decisions related to the coordination of programs.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within a fast-paced service-oriented office environment; extensive periods of sitting and concentrated use of visual senses. Requires close attention to detail, thoroughness, and accuracy.
- **Working Environment:** Located in a comfortable indoor area, although location can change. Minimal exposure to disagreeable conditions typical of a supervisory position, one where it is occasionally necessary to convey negative or unwelcome information to students or staff. Some weekend and evening work will be required.