

Job Description

JOB TITLE:	Internship and Experiential Learning Manager	DATE:	May 30, 2017
REPORTS TO:	Administrative Officer		
JOBS REPORTING:	None		
LOCATION:	Stratford Campus		
GRADE:	USG 10		
DEPARTMENT:	Stratford Campus		

PRIMARY PURPOSE: The University of Waterloo’s Strategic Plan recognizes the need for a different kind of university education – **one where learning is enhanced by experience**. Inspired by the culture of innovation Waterloo will transform education economies by making **experience-based learning an integral part of education for all students by broadening the types of work-integrated learning opportunities available**. In the spirit of this, the University of Waterloo, Stratford Campus is dedicated to promoting and supporting innovation to ensure that Stratford Campus students have the highest quality learning experiences through the integration of experiential education (EE) into the curriculum. In support, the Stratford Campus established an Internship and Experiential Learning role – a unique role strongly linked to Co-operative Education and Career Action (CECA), designed to provide support to address the needs of experiential education (EE) stakeholders: students, industry/community partners, and faculty/staff.

Reporting to the Administrative Officer with functional reporting to the Director, Academic Programs, this role is responsible for: advancing the University of Waterloo Stratford Campus’ EE strategy; cultivating existing and potential EE opportunities and partnerships; representing the university on issues pertaining to EE; establishing policy, protocols and procedures to ensure high quality and effective delivery of EE programming; managing projects related to tracking and reporting of EE activities, sharing industry/community partnership information and disseminating EE resources; and promoting and enhancing the value of the Stratford Campus’ EE programming. This role, in consultation with the Academic Director, will support the strategic direction and leadership for EE and collaborate with units across the University to coordinate support for Stratford Campus students, industry/community partners, faculty members and staff.

This role provides direction, coaching and mentorship to the Experiential Learning and Events Coordinator, and student volunteers assisting with EE activities on campus.

KEY ACCOUNTABILITIES:

Include 3-4 key accountabilities of the role. These key accountabilities should reflect 80%-90% of “what the job does not the “how”.

1.	<p>Experiential Education Strategy Development and Support</p> <p>a) In consultation with the Academic Director, sets the strategic direction for the Internship and Experiential Learning Department at the Stratford Campus in alignment with the University’s EE Strategy and Co-operative Education and Career Action (CECA) for 500+ Stratford Campus students. Determines priorities and activities for the role that: support the creation of more EE opportunities for students, foster a unified approach to engaging with industry and community partners, encourage active and greater collaboration among key stakeholders, support increased demand for EE from students, faculty members, industry/community partners and the University, prevent duplication of services, increase efficiencies, and provide opportunities to share best practices and showcase successes.</p> <p>b) Acts as the central point of contact for EE stakeholders at the Stratford Campus interested in engaging in Work Integrated learning. Represents the university with both internal and external</p>
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	<p>stakeholders on issues pertaining to EE. Facilitates regular meetings of EE stakeholders and the creation and dissemination of progress and metrics. Supports Faculty EE initiatives by providing industry project sponsors for both the GBDA and MDEI programs.</p> <ul style="list-style-type: none"> c) In collaboration with CECA, supports the campus in increasing and enhancing EE opportunities for students by providing information and resources related to logistics, risk management, government legislation, and best practices. Supports Internship and Experiential Learning by administering the GBDA SIP, Summer Internship Program, a one-term co-op by securing 100+ summer internships a year. d) Liaises with internal units currently providing EE support to stakeholders and facilitates the creation and implementation of new programs and support. Ensures consistency of messaging and coordination of activities. Seeks opportunities to develop and integrate activities where appropriate and streamline processes. e) Develops, in consultation with EE stakeholders, a framework for evaluating EE as it pertains to enhancing teaching and learning, student success and engagement, industry/community partner and internal stakeholder satisfaction. f) Identifies synergies between EE and other university priorities (e.g. recruitment, retention, career readiness, professional development, student success, and community engagement) and provides information and resources to leverage EE to support these initiatives. g) Supports career pathway planning, including those aspects related to program requirements. Aids in development of employment skills and prepares students for EE work experience, including providing support during interview and hiring process. h) Oversees the EE feedback process, including the designing and monitoring of the GBDA Work Report.
<p>2.</p>	<p>Partnership Development</p> <ul style="list-style-type: none"> a) In collaboration with CECA, identifies, develops and implements partnerships with local, national and international industry and community partners for the purpose of enhancing and increasing the EE activities at the Stratford Campus. b) Develops outreach strategies by researching and analyzing current and future labour market, occupational, industry and sectoral trends and issues that impact EE opportunities for UWaterloo Stratford students in both the GBDA and the MDEI programs. c) Leads the Internship and Experiential Team in establishing, maintaining and managing industry/community partnership relationships including: cultivating leads to create more EE opportunities for students; working with industry/community partners to create student outreach, recruitment and branding campaigns; providing best practice techniques to industry/community partners looking for effective ways to connect with UWaterloo, Stratford Campus' top talent. Facilitates connections between students and industry/community partners through activities such as: recruitment and networking sessions. d) Liaises with internal stakeholders within CECA and other departments to facilitate referrals and make connections between industry/community partners. Oversees the follow-up of industry/community partner leads provided by Faculty, staff, students and others and identifies opportunities to develop collaborative outreach efforts.

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	<ul style="list-style-type: none"> e) Promotes the variety of EE opportunities available in both GBDA and MDEI courses in an effort to attract and maintain relationships with potential and existing industry/community partners. f) Seeks out opportunities for funding EE including liaising with the Accelerator Centre and other financial supporters (grants) to identify potential sponsorship opportunities.
3.	<p>Policy and Resource Development</p> <ul style="list-style-type: none"> a) Facilitates the creation of and adherence to university-wide EE policies, processes, and procedures. b) Articulates and implements quality assurance measures to ensure EE programming aligns with the University of Waterloo's Co-operative Education and Career Action (CECA), common language and definitions and adheres to government guidelines, legislative and/or regulatory changes. c) Works with support staff to establish and maintain a central registry of industry/community partners engaged in EE, (Salesforce.com). Determines policies, protocols and procedures around sharing, populating, accessing, and updating industry/community contact data, and articulating the benefits of the community partner database to stakeholders. d) Facilitates the development and/or dissemination of university-wide and government regulated EE policies, protocols, and procedures related to risk management, including providing advice and referrals to EE stakeholders, establishing systems to track data for internal and external reporting, and developing and updating forms, templates and information(e.g. Job Information forms, insurance coverage for course required placements, etc.) e) Leads the development and maintenance of the EE webpage on the Stratford Campus website to support the introduction and delivery of EE at the Stratford Campus by including information about processes, procedures, logistics and risk management, and additional resource requirements as identified by faculty and staff stakeholders.
4.	<p>Communications</p> <ul style="list-style-type: none"> a) Regularly updates internal and external stakeholders on Stratford Campus EE developments via presentations, attendance at meetings, conferences, networking events, articles for internal newsletters, print collateral, e-mail communications, web and social media. b) Promotes the value of EE to internal stakeholders to encourage expansion and enhancement of EE opportunities for students, including articulating the benefits of EE, sharing best practices and celebrating successes. c) Liaises with other Faculties and other units providing supports for EE to ensure consistency in messages and keep each other abreast of developments.
5.	<p>Human and Financial Resources</p> <ul style="list-style-type: none"> a) Leads and motivates the Internships and Experiential Learning team, by creating a positive and supportive work environment, which fosters collaboration, integrity, innovation, creativity, accountability and excellence. Regularly meets with team members to discuss performance and operational successes and challenges. b) Works with the Director and Administrative Officer to assess staffing resource needs and establish staffing structure to effectively carry out the Internship and Experiential Learning mandate.

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	<p>c) Responsible for collaborating on hiring new staff as well as new staff orientation, and staff development and the creation and implementation of a department strategy for training using in-house, University and external resources, with an emphasis on ensuring knowledge of current trends and practices in relevant fields.</p> <p>d) Ensures adherence to relevant University policies and procedures and appropriate Human Resources policies and practices.</p> <p>e) Exercises budgetary responsibility for Internships and Experiential Learning. Prepares budget forecasts and monitors expenditures, completing/retaining appropriate documentation and ensuring that budgets are adhered to.</p>
6.	<p>Administrative, Professional and Other</p> <p>a) Prepares status reports on a monthly, annual and ad hoc basis.</p> <p>b) Carries out special projects as required. Researches and develops project proposals and reports. Ensures appropriate goals, objectives, timelines, promotion, delivery and evaluation.</p> <p>c) Actively participates in strategic planning and integrated resource planning exercises.</p> <p>d) Any other duties or special projects as required.</p>

POSITION REQUIREMENTS:

If hiring today, what would be the minimum requirements?

Education: University undergraduate degree required. Master's degree in a related area preferred and/or designations in Human Resources, Learning and Development and Psychometric Assessments.

Experience: **Post-secondary school experience in a Career Centre or faculty level equivalent preferred. Knowledge of co-op/internship education and job market in associated fields required. Previous experience in Human Resources, specifically recruiting, selection, learning and development. Demonstrated client service, consultative sales, business/relationship development success. Experience developing extracurricular programs for undergrad/grad students preferred. Proven ability to coach and inspire students and staff. Experience setting goals, developing plans and tracking performance.**

Technical: Job specific experience, computer skills

MS Word	Excel	PowerPoint	Other
Advance	Advanced	Advanced	Good

NATURE AND SCOPE:

- Interpersonal Skills:** The successful candidate possesses skill and has a record of demonstrated success in client service and relationship-building. S/he uses a collaborative approach to educate, motivate, influence and engage all key stakeholder groups, and uses knowledge and understanding of the employment marketplace and experiential learning processes to identify and secure opportunities for students, to support faculty and staff at UWS, and to liaise with and support CECA. This position will have significant senior contacts within target organizations and suppliers, and will be involved with sensitive industry materials and possible non-disclosure agreements, critical to the success of the programs.

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- **Level of Responsibility:** The incumbent is a creator/developer of resources, events and activities for students and faculty. They will maintain professional relationships with campus departments and external parties on behalf of UWS.
- **Decision-Making Authority:** Under the guidance of the Academic Director, this position is responsible and accountable for establishing relevant priorities and recommending changes to strategic business plans as necessary. This role will recommend and make decisions regarding: student coaching/case management; industry outreach activities; faculty engagement and advising; collaboration with other departments.
- **Physical and Sensory Demands:** This role could involve interactions with people who are upset or angry (i.e., occasional emotionally-charged issues with students), occasional irregular hours or schedules, and multiple and/or tight deadlines throughout the academic cycle.
- **Working Environment:** A professional office environment. Generally, regular working hours with some evening/weekend work required. Some travel required for solicitation and stewardship visits to new and existing clients, and visits to students during their internship to ensure successful relationships. Much contact/follow-up can be done by phone, email, Skype, etc.