

## Job Description

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| <b>Job Title:</b>      | Coordinator, Academic Support Programs |
| <b>Department:</b>     | Student Success Office                 |
| <b>Reports To:</b>     | Senior Academic Development Specialist |
| <b>Jobs Reporting:</b> | Peer Success Coaches (Student Staff)   |
| <b>Salary Grade:</b>   | USG 7                                  |
| <b>Effective Date:</b> | August 2015                            |

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### **Primary Purpose**

The Coordinator, Academic Support Programs is responsible for the overall coordination and delivery of academic support programs delivered by the SSO. This includes supporting the coordination and implementation of Supported Learning Groups, Academic skills workshops and the Peer Coaching program. This position will work closely with all members of the Student Learning and Transition Team to coordinate the delivery of strategic, integrated and intentional academic support programs and initiatives with the goal of enhancing student success.

### **Key Accountabilities**

#### **Student Staff Supervision and Development**

- Supervise the Peer Success Coach program including hiring, training, facilitating team and one-on-one meetings, and providing guidance and feedback to Peer Success Coaches.

#### **Program Delivery**

- Support the delivery of academic support strategies as determined by Student Success Office leadership, including but not limited to Supported Learning Groups (SLG's), course specific interventions such as workshops or support for general and course specific tutoring support.
- Collaborate with the Coaching Specialist, and Academic Development Specialists to ensure that appropriate student populations are accessing each program. For example, ensuring Peer Success Coaching appointments are provided in a timely manner, and that appropriate referrals between peer success coaching and professional services are managed effectively.
- Facilitate workshops and other academic support programming as required.
- Be knowledgeable and up to date regarding teaching and learning strategies, student development theory and student advising.

#### **Program Administration**

- Coordinate all academic support programs, including day-to-day management such as scheduling workshop facilitators, supporting program assessment, booking resources, overseeing the online registration system and attendance tracking, and coordinating requests for customized workshops.
- Work closely with the Coordinators, Student Leadership Program and Peer Mentorship to ensure integration and coordination of all workshops.

### **Relationship Building**

- Facilitate a strong working relationship with campus partners.
- Participate in and contribute to regular team and department wide meetings as appropriate.
- Work closely with colleagues in the SSC to ensure effective delivery of all workshops and programs delivered by the Student Success Office.

### **Required Qualifications**

#### **Education**

- University degree or equivalent experience required.

#### **Experience**

- Experience in a student services setting working with students required.
- Experience managing/leading a peer program in a student service preferred
- Experience in workshop creation and facilitation preferred

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

- Demonstrated knowledge of best practices in student development, student advising and teaching and learning
- Outstanding interpersonal communication skills, including written, oral, one on one, and group
- Strong presentation and group facilitation skills
- Proven ability to take initiative and be both creative and flexible
- Strong critical thinking, judgement and decision making skills
- Demonstrated ability to work individually and collaboratively as part of a dynamic team
- Demonstrated ability to balance multiple priorities and projects

### **Nature and Scope**

- **Contacts:** Able to build collaborative working relationships with the student staff and staff within the SSO. Must have strong communication skills and be confident speaking in front of large groups of people.
- **Level of Responsibility:** Directly supervises a team of approximately 20 student staff. He/she is responsible for managing the day to day operations of all academic support programming including, peer success coaching, supported learning groups and workshop delivery e.g.. This requires some evening/weekend work.
- **Decision-Making Authority:** The Coordinator will make decisions in collaboration with others but may from time to time be required to make independent decisions related to the administration of peer success coaches.
- **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.