

## Job Description



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<b>Job Title:</b>	Coordinator, Academic Success (Programs)
<b>Department:</b>	Student Success Office
<b>Reports To:</b>	Academic Development and Retention Specialist (Programs)
<b>Jobs Reporting:</b>	Team of Student Staff
<b>Salary Grade:</b>	USG 7
<b>Effective Date:</b>	June 2022

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### **Primary Purpose**

The Coordinator, Academic Success (Programs) is responsible for the overall administration, coordination and delivery of the general academic-skills initiatives offered by the Student Success Office (SSO). The incumbent will support the overall execution and maintenance of general academic-skills initiatives, as well as monitoring and measuring its success. This individual will work closely with a team of student staff and as well as the Student Experience Team to coordinate the delivery of general academic skills initiatives with the goal of enhancing student success, both within and outside of the classroom. The Coordinator will demonstrate and champion an equity and anti-racist-informed approach to their work.

### **Key Accountabilities**

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

- Develops and coordinates the recruitment, hiring, selection, onboarding, training and recognition of student staff.
- Provides ongoing leadership development for student staff through regular meetings and feedback, including goal setting and performance management.
- Offer professional development opportunities to student staff by means of facilitation or deferring to staff at the SSO and/or campus partners.
- Maintains consistent and appropriate levels of communication with student staff to ensure ongoing engagement and accountability.
- Responsible for the recognition and appreciation of student staff. The incumbent works closely with other staff in the SSO to ensure compensation and appreciation of student staff is equitable whenever possible.

#### **Program Delivery**

- Supports the creation and delivery of general academic-skills initiatives as determined by SSO and leadership team, including but not limited to Peer Success Coaching, general academic skills workshops (asynchronous and synchronous offerings), Study Hall Drop-in Sessions, etc.
- Collaborate with members of the Academic Development team in the SSO to support the coordination of Peer Success Coaching support for the UNIV 101 course including but not limited to hiring, training and coordination of UNIV 101 specific peers.
- Facilitate workshops and other academic support programming, as required.
- Be knowledgeable and up to date on teaching and learning strategies, Student Development Theory, and student success.

#### **Program Administration**

- Coordinate all general academic-skills initiatives, including day to day operations, such as scheduling, supporting programming evaluation, tracking, and coordinating requests.

## Job Description



- Collaborate with members of the Academic Development team at the SSO to facilitate the revision and/or development of new general academic skills content including but not limited to general academic skills workshops (asynchronous and synchronous offerings), training and workshop materials, training content specific to academic skills, etc.)
- Collaborate with other SSO Coordinators, to ensure consistency in our work, processes and approach to student success programs and initiatives.

### **Relationship Building**

- Facilitate a strong working relationship with internal stakeholders (SSO) and campus partners.
- Works closely with other staff in the SSO to ensure a coordinated and integrated approach to program development and delivery, and communications.
- Participate in and contribute to regular team and department wide meetings, as appropriate.
- Works closely with campus partners 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, student groups/clubs/societies, and all Faculties and affiliated University Colleges.

### **Program Assessment and Evaluation**

- Conduct research to understand, evaluate and make improvements for program success.
- 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.

*\*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 degree or equivalent experience required. Education background would be considered an asset.

### **Experience**

- Experience in a student services setting working directly with students, required.
- Experience managing student staff and leading programs/initiatives in student services, required.
- Experience in creation and facilitation of academic skills content, preferred.
- 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 leadership and program delivery.

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

- Demonstrated knowledge of best practices in teaching and learning strategies, Student Development Theory and student advising.
- Demonstrated knowledge of barriers to student success (systematic, historic, issues of access) for underrepresented or non-traditional students.
- Outstanding interpersonal communication skills, including written, oral, one on one, and group.
- Strong presentation and group facilitation skills.

## Job Description



- 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.
- Demonstrated ability to balance multiple priorities, tasks, and/or projects.
- Strong organizational and time management skills.
- Experience developing and delivering programs, training and workshops within a post-secondary environment.
- Volunteer management/previous staff supervision experience.

### **Nature and Scope**

- **Contacts:** Able to build collaborative working relationships with the student staff and staff within the SSO and other campus partners. Must have strong communication skills and be confident speaking in front of large groups of people.
- **Level of Responsibility:** Directly supervises a team of student staff and is responsible for managing the day-to-day operations of all academic support programming.
- **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 student staff.
- **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.