

Job Description

Job Title:	Safety Abroad Coordinator
Department:	Waterloo International
Reports To:	Manager, Safety Abroad
Jobs Reporting:	None
Salary Grade:	USG 8
Effective Date:	October 2019

Primary Purpose

The Safety Abroad Coordinator is responsible for the development, implementation and monitoring of international safety education, training, protocols and communications, and acts as a contact for emergency response and with the International Travel Safety and Security provider on behalf of the University.

Key Accountabilities

Safety Education and Training

Informed by best practices, current research, institutional data and feedback, the Coordinator is responsible for the development, delivery and monitoring of international safety education and training for students, staff and faculty going abroad. Potential examples include online modules and in-person safety briefings (presentations) as appropriate. The Coordinator will work closely with the leads of University sanctioned programs to incorporate safety abroad messaging and education into these programs. This will include working closely with the Faculties, the Student Success Office, Co-operative Education and other units on content, format, communication and tracking. The Coordinator is responsible for tracking completion of safety education/training and reaching out to students and program leads to ensure timely completion.

University-wide resource

The Coordinator will act as a University-wide resource related to safety abroad. The Coordinator will provide expertise and support to ensure programs, activities and actions are conducted according to University policy and protocols as they relate to safety abroad. The Coordinator will be up-to-date on issues and trends in the field and advocate proactive and responsive programming on behalf of the University.

Protocols and Process

The Coordinator is responsible for the collaborative development and monitoring of safety protocols for students, staff and faculty while abroad including the communications with students, staff, faculty, partners, etc., if events or incidents take place that create safety concerns. The Coordinator is responsible for ensuring the development and consistent and effective use of processes to support safety abroad for the University community. The Coordinator works collaboratively with others to ensure these processes' effective operation, both internally and externally. (The latter may include the University community's insurance partners, the University of Waterloo Travel Safety Provider and others)

Emergency Response

The Coordinator is a member of the on-call international emergency response team and is a key liaison with the Travel Safety and Security Provider monitor events taking place worldwide and to monitor students, staff and faculty accessing the Travel Safety and Security Provider's services and – as appropriate – those of the University community's insurance. The Coordinator is also a key liaison with external partners during emergencies. The Coordinator may be called upon to make emergency response recommendations to be taken on behalf of the University to the AVP-International, Associate Provost Students and Associate Provost Human Resources.

**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

- Bachelor's degree or Master's degree, or equivalent combination of education and experience
- Canadian Risk Management Designation (CRM) or equivalent professional designation is preferred

Experience

- 3+ years of experience in the development and delivery of safety education and training in international travel and risk assessment to a diverse audience.
- Experience with initiating and coordinating an emergency response for students in an international work/study placement.
- Experience building relationships, collaboratively, with internal stakeholders.

Knowledge/Skills/Abilities

- Critical attention to detail.
- Excellent written communication skills
- Demonstrated excellent interpersonal and communication skills.
- Ability to handle sensitive and confidential matters with discretion
- Experience in a university environment preferred.
- Experience with intercultural and/or international issues is required.
- Advanced MS Office user with experience utilizing Excel, Access/databases; internet; student information systems and SharePoint.

Nature and Scope

- **Contacts:** Internally communicates with a wide range of departments and groups to provide effective coordination and successful implementation of all initiatives for which the Coordinator is responsible for. Externally liaises with service providers, specifically the Travel Safety and Security Provider, and partner institutions, representing the University. Deals with sensitive and sometimes confidential information and must exercise sound judgement, tact, unquestionable degree of integrity and diplomacy.
- **Level of Responsibility:** The position is responsible for initiating and monitoring safety abroad initiatives across the University including emergency response and escalation.
- **Decision-Making Authority:** The position ensures that reasonable precautions are taken. The position must determine when to escalate situations, sometimes with less than ideal time and/or information available.

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- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment, periods of extensive sitting, concentrated use of visual sense and physical effort that may result in moderate fatigue, strain, or injury as a result of repetitive keyboard/mouse movement.
 - **Working Environment:** Office based; intermittent work outside the normal operating hours of the institution; emergency on-call.