

Job Description

Job Title:	Manager, Safety Abroad
Department:	Waterloo International
Reports To:	Director, Waterloo International
Jobs Reporting:	Coordinator, Safety Abroad
Salary Grade:	USG 12
Effective Date:	July 2018

Primary Purpose

The Manager, Safety Abroad provides strategic and operational leadership associated with the health, safety and security of those travelling abroad on University of Waterloo sponsored travel and activities. This position has a University-wide scope, which includes coordination of emergency responses for crisis situations abroad.

The incumbent will work closely with university stakeholders to lead the development, implementation and evaluation of protocol, and procedures that promote travel safety abroad. In addition, the manager will also develop and enhance travel safety preparedness programs and serve as a planning and response resource for students, faculty, staff and administration on matters of travel safety and security.

Reporting to the Director Waterloo International, the Manager works directly with students, faculty members and staff as well as faculties and academic support units in the development and implementation of programs. The incumbent works with the Director, Waterloo International and the AVP - International, toward the achievement of established internationalization goals and objectives.

The role will require working evenings and weekends as needed.

Key Accountabilities

Design, Implement, Evaluate Protocols, Procedures & Programs & Ensure Compliance

- Develop and interpret university-wide policies, procedures and practices relating to international travel, focusing on risk management, university liability, emergency preparedness, and crisis management, in coordination with key stakeholders (Legal and Immigration Services, Secretariat, Student Success Office, Cooperative Education and Faculties) that fulfill the university's obligations for duty of care and compliance with university policies, procedures and relevant legislation.
- Lead responsibility for managing the collaborative development and monitoring of safety protocols, and procedures while abroad and pre-departure processes including pre-departure training, relevant documentation and communication plans.
- Oversees the maintenance of the safety abroad registry and website; ensures training and support mechanisms are in place and promotes the use of the travel registry among university community.
- Recommends risk mitigation strategies for education abroad initiatives including for faculty, staff and students.
- Establish protocols for reviewing travel requests to areas of elevated risk.

Emergency Response & Crisis Management

- Establish protocols and remote interdepartmental collaboration to effectively respond to crises, emergencies and critical incidents overseas.

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- Plays a key lead role in the university's management of and response to emergencies and issues abroad including connecting with partner institutions, government agencies, embassies abroad and service providers.
- Ensures on-going support, including out-of-country assistance, for students participating in university activity abroad.
- Monitors Department of Foreign Affairs, Trade and Development (DFATD) and Health Canada information for changes in risk ratings and as needed monitors media, other government and multilateral agency information, third party information providers as related to safety and risk abroad.
- Prepares documentation/case analysis to support response recommendations, for communication to senior university leadership.

University-wide Resource & Coordination

- Provides expert advice on global health, safety and security to University leadership, committees, faculty, staff and students
- Provides proactive risk assessment and analysis for international programs and initiatives on the health, safety and learning aspects when planning international learning that may be impacted by particular circumstances (disability, sexual orientation, gender, religion, ethnicity, etc.) and the program location, with a particular focus on elevated risk regions.
- Proactively liaises and serves as a resource with faculties, departments, programs, student organizations that sponsor out-of-country student programs and advises on managing risk associated with international activities.

Education & Outreach

- Oversees the planning and coordination, including delivery, of safety abroad & inter-cultural/country context pre-departure sessions and online learning modules.
- Identifies areas where new learning support and new modes of learning support may be required and works with the Global Learning Team, Cooperative Education and faculty-based teams to lead/provide this training.
- Develop and manage communications related to health and safety issues
- Serve as a primary liaison to partners (e.g. International SOS) and government organizations on health and safety issues related to safety abroad.
- Travel, as necessary, to conduct site visits or make safety assessment in locales with University of Waterloo Programming

Required Qualifications

Education

- Bachelor's Degree (Master's degree an asset), or equivalent combination of education and experience

Experience

- Minimum 7 years of experience in a post-secondary environment, preferably in a safety/study abroad or international office or the equivalent combination of experience in a similar role.
- Demonstrated experience working in a decentralized or complex environment with diverse stakeholders including senior management.
- Experience with insurance, medication evacuation or disaster preparedness is an asset

Knowledge/Skills/Abilities

- Proven ability to design and facilitate educational workshops & risk assessment to diverse audiences.

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- Knowledge of current Canadian laws and best practices pertaining to international activities. Experience in: working with university policy and regulations governing study abroad; risk management
- Ability to exercise professional judgement in situations for which there are no established criteria to problem solve
- Ability to handle sensitive and confidential matters with discretion
- Demonstrated ability to work effectively with diverse communities of students and promote inclusion; strong interpersonal skills and intercultural sensitivity; guides intercultural development opportunities.
- Demonstrated proactive approach to program implementation, problem solving, making quick and effective decisions.
- MS Office Suite, experience using databases, web-based interfaces; Student Information Systems; SharePoint

Nature and Scope

- **Contacts:** Internally communicates with a wide range of departments and groups to provide effective coordination and successful implementation of Safety Abroad Procedures, Protocols and Emergency Response. Externally liaises with service providers, specifically International – SOS and partner institutions, representing the University. Deals with sensitive and confidential information and must exercise sound judgement, tact, highest degree of integrity and diplomacy. Ability to manage multi-faceted projects with input from a wide range of stakeholders.
- **Level of Responsibility:** The position is responsible for designing and implementing, safety abroad procedures and protocols and coordination across the university, and managing emergency response and escalation and advice to senior leadership on critical incidents and issues.
- **Decision-Making Authority:** The position recommends process & procedures to senior leadership and program delivers. The position ensures all reasonable precautions are taken. The position must monitor and implement safety plans, sometimes with less than ideal time and/or information available.
- **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 response and on-call dealing with stressful situations.