

Job Description



Job Title:	EDGE Liaison
Department:	Work-Integrated Learning Programs
Reports To:	Associate Director, Work-Integrated Learning (WIL) Programs
Jobs Reporting:	EDGE Ambassadors, Part-time Markers
Salary Grade:	USG 10
Effective Date:	May 2020

Primary Purpose

Accountable to the associate director, the EDGE Liaison is responsible for the effective implementation, operation and growth of the EDGE academic certificate program. The EDGE Liaison works with faculty, on campus stakeholders (including colleagues in Co-operative and Experiential Education), community organizations and employers to market and promote the program, ensure quality learning experiences for Waterloo students while meeting the needs of all parties. The EDGE Liaison supports the University's strategic goal of being a world leader in experiential education by providing undergraduate and graduate students with an innovative, highly flexible and quality work-integrated learning program.

Key Accountabilities

Manage Program Orientation & Administration

- Manages the implementation, operation, and growth of the EDGE program by:
 - maintaining an up-to-date understanding of the pedagogy, best practices and legislative requirements of WIL programs to ensure that EDGE remains a high quality and effective WIL program
 - developing and implementing program standards and approving domestic and international curricular and work-integrated learning experiences to ensure program integrity, quality of experiences, and to assess and mitigate risk and liability concerns (e.g. employment standards, health and safety, human rights, workplace insurance)
 - liaising with Co-operative and Experiential Education to, where possible, align EDGE process with existing best practices, ensure effective management of employer relations, and capture economies of scale in program operations
 - ensuring delivery of termly workshop/course offerings for EDGE with campus and faculty partners
 - liaising with the Registrar's Office for effective tracking of program requirements
 - ensuring program administration and student record changes are undertaken with a high degree of accuracy in a timely manner
 - developing and implementing technological solutions to support operation of the program including appropriate integration with existing solutions on campus (e.g. LEARN, Portfolio software, WaterlooWorks, Quest)
- Provides guidance to WatPD leadership team on the development, delivery and evolution of the EDGE program
- Hires part-time, casual, and contract staff based on the resourcing needs and participates in the full supervisory life cycle of student and contract staff including recruitment, onboarding, training, ongoing support, evaluations, and off boarding

Build Relationships and Develops EDGE Experiences

- Establishes and maintains strong working relationships with groups that may need information from EDGE and consults with groups including but not limited to Co-operative and Experiential Education, the Registrar's Office, Academic Support Units, and Faculties to provide assistance, collaboration, and guidance to program delivery and student support
- In collaboration with the Senior Manager, Curriculum and the WIL Outreach and Training Coordinator, liaises with faculty members on the identification, development, and expansion of work and community-based courses
 - advises on EDGE guidelines and best practices related to experiential education
 - investigates course equivalences at the Associate Chair and/or Instructor level across all Faculties
- Builds relationships with on and off-campus units/organizations hosting EDGE students and investigates work/community experiences to ensure alignment with EDGE criteria
- Delivers EDGE training to campus partners
- In consultation with the Associate Director; Senior Manager, Curriculum; the Manager, Academic Programs, and the Director, Centre for Career Action, develops curriculum for EDGE specific courses and workshops to ensure the courses and workshops meet the needs of students and Faculties including:
 - making recommendations on how to improve course and program content to maximize student learning and increase student engagement
 - supporting the adaptation of workshop content to align with faculty specific curriculum and learning objectives
- In conjunction with the Associate Director, ensures an effective program evaluation plan is in place for the operation and evolution of the non-academic program components
 - Coordinates student focus groups and the collection of ongoing feedback with EDGE participants to assist with evaluating the certificate program.

Ensures Certificate and Students Success

- In collaboration with the Campus Liaison, coordinates ongoing and targeted communication campaigns through a variety of multimedia outputs to achieve certificate enrolment goals.
- Strategizes ways to best communicate program-specific options to students across all faculties.
- Develops and executes classroom visits to educate students about the benefits of EDGE
- Represents EDGE at all prospective student programming initiatives including, but not limited to, OUF, March Break Open House, and U at Waterloo Day and coordinates the EDGE experience at said recruiting events.
- Represents EDGE at all current student programming initiatives including, but not limited to, Orientation Week, Welcome Week, and service fairs and coordinates the EDGE experience at said recruiting events.
- Manages and develops peer support, programming and in person connections as they relate to the EDGE online student cohort.
- Manages online learning communities ensuring that course cohorts are effectively designated/administered on a termly basis; infuse communities with program information and pedagogical materials required to support student progression in EDGE; align community touchpoints with assignment requirements; rubric documentation and program administration
- Responds promptly and professionally to student/partner concerns
- Investigates student placement, course operations or program delivery issues as they arise including but not limited to issues of student health and safety and quality of experience
- Supports the implementation and delivery of alternative forms of the EDGE program

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**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 <ul style="list-style-type: none">• Bachelor's degree required
Experience <ul style="list-style-type: none">• 3 to 5 years of progressively responsible experience performing duties related to the above mentioned key accountabilities, including demonstrated experience with the following:<ul style="list-style-type: none">○ delivering programs, workshops or courses within a post-secondary environment;○ developing and executing short and long term plans; and○ operationalizing programs or processes within a post-secondary environment;• 3 to 5 years of experience providing functional guidance to a team
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Proven skills in relationship management and achieving results using a collaborative approach• Superior interpersonal skills including the ability to use tact and diplomacy while interacting with a wide range of internal and external contacts.• Excellent written and oral communication skills including superior presentation skills.• Demonstrated ability to contribute to and thrive in a collaborative environment and to apply a positive team approach to working with internal and external colleagues.• Possesses extensive knowledge of a university work environment• Strong knowledge of experiential education• Highly developed strategic and analytical skills• Ability to adapt skills and experience to a new environment• Strong understanding of technical systems and process implementation• Computer proficiency in Microsoft Word, Excel and PowerPoint

Nature and Scope

- **Contacts:** This position interacts with a wide range of internal and external contacts. Internal campus groups may include, but are not limited to, chairs from all non-co-op (regular) programs, faculty members, undergraduate offices, Registrar's Office, Co-operative and Experiential Education (CEE), Centre for Teaching Excellence (CTE), Information Systems & Technology (IST), WUSA, Housing, Safety Office, Human Rights, Equity and Inclusion, and Waterloo International. External contacts may include employers (co-op and other), volunteer agencies, and community partners.
- **Level of Responsibility:** Responsible for ensuring EDGE program growth and collaboration with stakeholder groups; responsible for communicating to a variety of stakeholders and ensuring exceptional client service to all parties. Responsible for the supervision of student staff
- **Decision-Making Authority:** Responsible for timing and execution of all duties; administration of program operations, vetting and approving experiences and courses for inclusion in the EDGE certificate; problem solving and effective communication with a variety of stakeholders using tact and diplomacy
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment; extensive periods of sitting and concentrated use of visual senses
- **Working Environment:** Office based (cubicle environment)