
Job Title:	Instructional Support Coordinator – WE Accelerate
Department:	Centre for Work-Integrated Learning
Reports To:	Senior Manager, Work-Integrated Learning Programs
Jobs Reporting:	None
Salary Grade:	USG 8-10
Effective Date:	December 2021

Primary Purpose

This position was created to provide instructional support for the WE Accelerate program offered by the Centre for Work-Integrated Learning. WE Accelerate is a robust alternative to a traditional co-op work term for first work term students combining future-ready, in-demand skill development programming (co-created with industry partners) with team-based project experiences and career curriculum content.

The primary responsibility of this Instructional Support Coordinator (ISC) is to lead the Innovation stream of WE Accelerate programming. The Innovation stream is a partnership with Concept by Velocity. The ISC working on the Concept Innovation stream will be responsible for the daily logistics of the stream, including the provision of student support, the management of co-op student WE Accelerate Team Leads, and the development of future partnerships. This role will also support other streams of WE Accelerate programming as necessitated by capacity and operational needs.

Key Accountabilities

Stream Operations

- Determine the day-to-day needs required to support the delivery of a particular WE Accelerate stream
- Ensure the Team Leads have the required resources to support the stream
- Schedule, organize, and attend workshops and other events
- Suggest and test revisions to stream operations
- Calibrate student tracking
- Handle and escalate informal requests for accommodation

Supervision and Relationship Management

- Participate in the hiring of co-op students and contribute to onboarding and training each term
- Supervise and mentor the Team Leads and others hired to support particular streams
- Complete mid-term and end of term evaluations for our co-op students
- Provide regular updates to Concept, other partners, and internal stakeholders about student progress

Student Support

- Respond promptly and professionally to student concerns
- Handle email inquiries/requests and discussion board posts that are beyond the scope of a Team Lead
- Handle requests for exceptions (e.g., illness, death in family)

Job Description



- Inform the Senior Manager, Work-Integrated Learning of changes/trends in student support issues; suggest improvements to the student support system

Stream Development

- Identify stream improvement opportunities and implement approved changes
- Assess stream content and activities to ease operational challenges
- In consultation with Concept/other partners and the Senior Manager, Work-Integrated Learning Programs, and applying best practices of online learning, instructional design, and pedagogy, implement revisions/improvements to current stream materials and activities

Technology and Online Pedagogy

- Identify and understand current/available technologies in online education
- Understand the function and setup of a particular stream within the University of Waterloo's learning management system (LMS)
- Effectively design stream administrative setup to facilitate the smooth operation and delivery of the WE Accelerate program
- Liaise with campus partners regarding issues with the LMS

**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

- Completion of a post-secondary degree or diploma
- Degree in education is an asset

Experience

- Demonstrated time management skills and experience maintaining schedules for project deliverables
- Proven strength in collaboration and relationship management
- Experience using learning styles and profiles to facilitate learning
- Demonstrated excellent writing skills
- Experience assessing student work (project-based and written) is preferred
- Experience developing lesson and/or workshop plans preferred; in-class and/or online teaching experience is an asset
- Demonstrated attention to detail and organizational skills
- Proven ability to coach and inspire
- Experience administering WIL programs (co-op or otherwise) is an asset

Knowledge/Skills/Abilities

- Working knowledge of instructional pedagogy and online course design
- Exceptional interpersonal skills, including the ability to use tact and diplomacy while interacting with a wide range of campus partners
- Understanding of the principles of work-integrated learning is an asset
- Creativity and a willingness to think strategically for the betterment of the program is an asset
- Previous completion of The Zero Experience is an asset
- Strong computing skills required (e.g. knowledge of Microsoft OneDrive, Outlook, Airtable, learning management systems, HTML) and an aptitude for learning new technology

Nature and Scope

Job Description



- **Contacts:** Regular contact with internal Centre for WIL team members (WE Accelerate team, curriculum team, management) and a wide range of internal stakeholders (faculty staff, CEE staff, Concept staff, department representatives)
- **Level of Responsibility:** This position supervises co-op students and requires a proven ability to work independently with minimal direction, and as a team member in a busy and varied environment with deadlines, changing priorities, and large work volumes
- **Decision-Making Authority:** The ISC's experience enables them to make independent decisions regarding the administration of the Innovation stream (and other streams) requiring initiative, tact, discretion, confidentiality, and sensitivity
- **Physical and Sensory Demands:** Minimal physical and sensory demands associated with a computer-based office environment
- **Working Environment:** Office-based environment with minimal exposure to disagreeable conditions. The Centre for WIL is a flex time unit and occasional evening/weekend work may be required