Job Description

Job Title:	Manager, Indigenous Student Experience
Department:	Office of the Associate Vice-President, Indigenous Relations
Reports To:	Director, Indigenous Relations
Jobs Reporting:	Coordinator, Indigenous Student Experience
Salary Grade:	USG 10
Effective Date:	February 2025

Primary Purpose

The Manager, Indigenous Student Experience is responsible for leading and managing Indigenous Student Services (ISS) at the University of Waterloo. This role involves supervising staff and student staff. This role will also identify and develop opportunities to enhance the academic and personal success of First Nations, Métis, and Inuit undergraduate and graduate students. Additionally, they will collaborate with university stakeholders to identify gaps, barriers, and opportunities for cross-campus initiatives that support Indigenous student success. The Manager, Indigenous Student Experience will design, deliver, assess, evaluate and implement Indigenous Student Services programs and initiatives aligned with the University's Indigenous Strategic Plan, leveraging lived experience, best practices, and research in Indigenization and student development to guide strategic decision-making. This position reports to the Director, Indigenous Relations and will connect regularly with positions and units within the Office of the Associate Provost, Students (APS).

Key Accountabilities

Student Service and Program Management

- Identifies current trends and forecasts future development in strategies and programs to enhance the one-on-one interactions between support providers and First Nations, Métis, and Inuit students at both the department and institutional levels. Special consideration is given to the differences between undergraduate and graduate student needs.
- Identifies, develops, implements and/or leads specific programs or services targeted to First Nations, Métis, and Inuit students.
- Works closely with other staff across campus in developing performance indicators and assessment methods to evaluate individual initiatives, as well as institutional priorities related to First Nations, Métis, and Inuit students. This includes the development of learning outcomes, program goals and objectives, and success metrics.
- With support from institutional planning, develop and monitor data on Indigenous student success at the university.
- In collaboration with the Director, Indigenous Relations and the Indigenous Advisory Council, develop and maintain a rolling three-year workplan for Indigenous Student Services.
- Support the preparation of proposal submissions and reports to the Ministry of Training, Colleges and Universities and other bodies in consultation with the Director, Indigenous Relations.
- Supervision of student employees, staff, and external supports (e.g. visiting elders, knowledge keepers, facilitators etc.).
- Liaises with the Inclusive Communications Manager (Indigenous Relations) to ensure that all communications regarding programs and services to FNMI students at UW comply with the UR/OIR Indigenous communications guidelines.

Training & Mentoring

- Leads and strengthens a high performing Indigenous Student Services team, nurturing a respectful, trusting and collaborative environment.
- Develops and delivers training and resources; reviews and makes improvements to existing training programs and student resources throughout the University of Waterloo in support of First Nations, Métis, and Inuit learners.
- Provides support, education, training, shadowing and feedback to staff and student leaders who work with students, as it relates to supporting First Nations, Métis, and Inuit students.
- Works closely with the other units on campus to collaborate and coordinate on training, resources, and support efforts for First Nations, Métis, and Inuit students.
- Working with the Director, Indigenous Relations, determine appropriate attendance at meetings, conferences, workshops, seminars, and presentations pertaining to Indigenous education.
- Provides leadership for the development and execution of peer-led programming to support the success and engagement of Indigenous learners.

Relationship Building

- Participates in and contributes to regular team, department, and campus wide meetings as appropriate.
- Maintains a strong reciprocal and collaborative working relationship with partners on campus and off campus.
- Creates and maintains an informed working relationship with other Indigenous focused and/or facing positions across campus.
- Creates and builds relationships with student groups including WUSA, GSA, Indigenous Student Association, and other student groups engaged in First Nations, Métis, and/or Inuit focused work.
- Develops and maintains excellent working relationships with staff and campus partners to foster an environment for the sharing of ideas, skills, and/or resources around the engagement of First Nations, Métis, and Inuit students.
- Consults with key stakeholders to identify gaps and opportunities for enhancing the engagement of First Nations, Métis, and Inuit students.
- Represents the Indigenous Student Services at campus-wide meetings as appropriate.
- Uses a continual improvement approach to ensure current and quality practices associated with sector leading Indigenous student engagement.

Strategic Direction, Evaluation and Leadership

- Supports implementation of the Indigenous student experience strategy through participation in and leadership of various working groups or teams within the OIR, which may include the creation of training and communication plans, intervention, and engagement initiatives, as well as sharing best practice research and developments at other institutions.
- May lend support to the recruitment and hiring of staff and/or student staff across the office to bring an equity and Indigenous lens, including but not limited to, consultation and participation on hiring practices and committees.
- The Manager will be called upon frequently to provide leadership and insight into how best to support the experience of First Nations, Métis, and Inuit undergraduate and graduate students.
- Aligning with University of Waterloo policies and procedures, as well as meeting ISS objectives, the Manager will be responsible for preparation of the ISS budget and completion of governmental reporting documents for approvals by Director, Indigenous Relations and for signing purposes to AVP, Indigenous Relations.

**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 equivalent combination of education and experience. Master's or equivalent in a related field (i.e., Indigenous Education, Indigenous Studies, Equity, intercultural learning, and education) considered an asset.

Experience

- Lived experience through Indigenous ancestry (i.e., Turtle Island – First Nations, Status and Non-Status Métis and/or Inuit) and strong ties to First Nations communities.
- The successful candidate will be First Nations, Inuit or Metis with familiarity of the diversity of Indigenous peoples in Canada and a keen understanding of Indigenous history, current affairs and a strong knowledge of Indigenous educational issues and the Truth and Reconciliation Final Report.
- 3-5 years experience developing, delivering, and evaluating large scale student experience/student success strategies and services at post-secondary institution(s) for First Nations, Métis, and Inuit learners.
- Strong program/project management experience.
- Experience developing and offering training and mentoring to staff and student leaders in ways to support First Nations, Métis, and Inuit learners in a post-secondary student services environment.
- Demonstrated success working collaboratively in a diverse and fast-paced environment with the ability to influence and drive new initiatives and continuous improvement with various stakeholders.
- Demonstrated track record of effective leadership and ability to exercise sound judgment and problem solving skills within a student services environment.
- Demonstrated ability to work collaboratively, build consensus and be sensitive to the needs and interests of various stakeholders.
- Demonstrated ability to use and interpret data to make decisions and communicate results effectively to various stakeholders.

Knowledge/Skills/Abilities

- Knowledge of the Truth and Reconciliation Commission, the calls to action, and how they can be addressed within a post-secondary setting.
- Demonstrated knowledge of the concepts of equity, anti-racism, diversity, decolonization, and anti-oppressive frameworks.
- Working knowledge of the Ontario Human Rights Code.
- Excellent interpersonal and communication skills, both written and oral for the preparation of reports and making presentations.
- Demonstrated ability to work with cross functional teams and build consensus. Sensitive to the diverse perspectives of stakeholder and works with them to resolve differences. Able to engage in challenging conversations with tact.
- Good facilitation skills to lead groups to productive outcomes.
- Excellent organizational and project management skills.
- Ability to work on confidential and sensitive matters with tact and discretion.
- Ability to work well independently or in a team setting, with diverse individuals.
- Possess strong political and post-secondary acumen.
- Ability to critically analyze the needs, challenges and strengths of First Nations, Métis, and Inuit students.
- Proven ability to take initiative and be both creative and flexible.

- Demonstrated ability to interpret and apply research surrounding best practices in strategies and programs for post-secondary First Nations, Métis, and Inuit learners.

Nature and Scope

- **Contacts:** This position interacts with multiple academic departments, support services, and student representatives. The Manager serves as the primary contact as it relates to understanding the First Nations, Métis, and Inuit student experience. The Manager therefore represents the OIR across campus.
- **Level of Responsibility:** Manager level position; member of the OIR leadership group; responsible for assisting in the development of strategy and for effective implementation and operation in assigned areas of responsibility.
- **Decision-Making Authority:** The Manager is responsible for decision making in their area of responsibility including strategic direction for program planning, technical and systems support, budgeting, financial and human resource management.
- **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 because of repetitive keyboard//mouse movement.
- **Working Environment:** Work is in a comfortable indoor area, although location can change. There is minimal exposure to disagreeable conditions. The Manager may at times coach and/or interact with people who are upset, distraught, or angry (i.e., occasional emotionally charged issues with students who require counselling). Moderate psychological risk resulting from unavoidable exposure to hazardous, disagreeable, or uncomfortable environmental conditions – including addressing resistance to change.