Job Description

Job Title:	Indigenous Student Services Coordinator
Department:	Office of the Associate Vice-President, Indigenous Relations
Reports To:	Manager, Indigenous Student Experience
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	February 2025

Primary Purpose

The Indigenous Student Services Coordinator is responsible for the overall coordination and delivery of Indigenous student support and programs facilitated by Indigenous Student Services (ISS). This front-line role supports the Manager, Indigenous Student Experience in duties that contribute to the successful operation of the Indigenous Student Services. This includes supporting and the coordination and implementation of Indigenous programs, events and supports for students. In this role, the ISSC connects students to vital resources supports that nurture their academic success and well-being, which includes programming related to study skills, classroom incident reporting, financial needs, time management and access to counselling supports. This position will also support programming related to cultural needs. As a part of the OIR and Indigenous Student Services Team, this role will collaborate to build a thriving community rooted in connection, inclusion and Indigenous ways of knowing and being. Under the direction of the Manager, Indigenous Student Experience, this role coordinates with internal and external facilitators to offer cultural and academic-based events which support Indigenous student success.

The Coordinator is an advocate for Indigenous students and consults with key stakeholders across campus to determine opportunities for addressing Indigenous student challenges, identifying supports, and streamlining processes. This role will be highly knowledgeable and up to date on best practices, literature and research related to indigenous students, their experiences, challenges, and needs. The role will function primarily in the areas of program support, student support, and administration.

Key Accountabilities

Indigenous Student Services Coordination

- Acts as a first point of contact for students accessing Indigenous Student services and programs while coordinating the Indigenous Student Services Centre on a day-to-day basis, welcoming students and ensuring that the Centre is functioning effectively to meet their needs.
- Assists in the implementation, administration and monitoring of services and programs developed related to Indigenous Student Services.
- Working with Manager, Indigenous Student Experience and Inclusive Communications Manager (Indigenous Relations), ensures important information is related to Indigenous students effectively in a timely manner through appropriate channels.
- Assists in supporting Communication plans related to Indigenous Student Services and programs
- Coordinates with OIR staff, including the Events and Special Projects Coordinator and other campus partners to promote/or host workshops services and engagement opportunities that benefit Indigenous students.
- Provides support related to on-campus student engagement opportunities (e.g. orientation, Open House, Campus Life Fairs etc.)

- Identifies and communicates barriers, gaps, and strengths for Indigenous students in accessing services and programs.
- Attends OIR Team meetings, as required.

Case Management and Student Advising

- Directly supports Indigenous students and staff who support Indigenous students in navigating issues including supporting Indigenous students in accessing resources, supports (both on- and off-campus) and help where there is no clear path forward.
- Provides suitable triage and refers specific student inquiries or difficult/complex queries to the attention of appropriate staff (e.g. Indigenous Student Services Specialist at The Centre, Indigenous Student Wellness Navigator etc.)
- Supports establishing effective processes and procedures for the implementation and operation of Indigenous student supports.
- Develop student support plans (including engagement of on campus resources and services) and follow up. The support response is scalable and tailored to each student's specific needs.
- Maintain confidential case records and a directory of resources.
- Summarize and document advice given to each student to ensure continuity and consistency.
- Assist students in understanding University policy and where policy has impact on student success.
- Develop and maintain a database of referral resources, services, and supports Indigenous students and their families are eligible for.
- Identifying and actioning on opportunities to provide enhanced support to Indigenous students, that is informed by the student voice, data, and other metrics.
- Development and maintenance of support documentation, outlining goals, outcomes, and ongoing progress.
- Uses current research to design intentional, proactive, and responsive supports that are in line with the needs of students and faculty/campus partners.

Program Assessment and Evaluation

- Conducts research to understand, evaluate and make improvements for program success.
- Is knowledgeable and maintains an understanding of student needs including best practices at other institutions, current research, and trends and forecasting future developments for the Indigenous student populations attending the University of Waterloo.
- Uses student feedback and data to provide recommendations for future program adjustments and considerations.

Student Staff Development

- Supports the hiring, onboarding, and collaborating with a team of student staff employees to provide excellent leadership, training, and development to promote growth in both leadership and equity knowledge and competence.
- Creates and maintains positive working relationships by establishing a clear set of reasonable and mutually agreed upon expectations, effectively measures and evaluates student staff performance, and provides termly feedback.
- Works collaboratively with stakeholders both within the Student Success Office and across campus (WUSA, GSA, Campus Housing, Campus Wellness, Faculties, etc.)

**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

- University degree or equivalent experience required. A specialization or focus in First Nations, Métis, and Inuit student development or services would be an asset.

Experience

- The successful candidate will be First Nations, Métis, or Inuit with lived experience of Indigenous world views, cultures and values and strong ties to First Nations, Métis and/or Inuit communities.
- Knowledgeable of cultural protocols to appropriately engage and foster respectful, reciprocal, ongoing relationships with local (including urban) First Nations, Métis and Inuit peoples in a large, decentralized and complex university or institution.
- Experience in a student focused service setting working with students, preference given to those with experience in working with or understand Indigenous student populations.
- Experience in developing programming for students in the post-secondary sector and/or Indigenous populations.
- Demonstrated knowledge of best practices in Indigenous student development and success.
- Excellent interpersonal communication skills, including written, oral, one on one, and within a group setting.
- Proven ability to take initiative and be both creative and flexible.
- Strong critical thinking, tact, judgement, and decision-making skills.
- Demonstrated ability to work individually and collaboratively as part of a dynamic team.
- Demonstrated ability to balance multiple priorities and projects.
- Proven ability to manage multiple demands, stay organized and prioritize effectively.
- Experience in organizing and executing online and in-person events.

Knowledge/Skills/Abilities

- Knowledge of the unique needs of the First Nations, Métis, and Inuit student populations.
- Knowledge of the Truth and Reconciliation Commission, the calls to action, and how they can be addressed within a post-secondary setting.
- Demonstrated interpersonal and communication skills, both written and oral for the preparation of reports and making presentations.
- Ability to present information and material to teams and groups of people within the OIR and across campus.
- Ability to take initiatives to be creative, flexible and a problem-solver.
- Experience conducting academic and non-academic research.
- Intermediate proficiency in Word, Excel, PowerPoint and Outlook.

Nature and Scope

- **Contacts:** This position interacts with multiple departments, support services, and student representatives. Will serve as an administrative coordinator contact for key departments such as the Office of Indigenous Relations and Indigenous Student Services.
- **Level of Responsibility:** This position provides guidance and problem-solving support on administrative and programs issues and concerns related to the Indigenous Student Services and must be able to quickly analyze an issue and seek resolution through appropriate expects as required.
- **Decision-Making Authority:** The Specialist will make decisions in collaboration with the Manager, Indigenous Student Experience or other members of the OIR but may from time to time be required to make independent decisions related to the administration of the Indigenous Student Services and its programming.

- **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. Moderate psychological risk resulting from unavoidable exposure to hazardous, disagreeable, or uncomfortable environmental conditions including working with people who are upset, distraught, or angry (i.e., occasional emotionally charged issues with students who require counselling). This work may require sensitive and confidential discussions.