

Job Description

Job Title:	Student Advisor
Department:	Co-operative and Experiential Education
Reports To:	Regional Manager
Jobs Reporting:	None
Salary Grade:	USG 8/9
Effective Date:	June 2021

Primary Purpose

The Student Advisor's role is to be the primary support person for students during their co-op experience at Waterloo. Student Advisors support the student and their employer supervisor during the work term to ensure a successful work experience. Student Advisors also support students when they are on an academic term but in the recruiting process for their next work term, offering support for a successful job search. The Student Advisor is an integral part of a service team supporting our students and employers, and works collaboratively with Account Managers, Account Coordinators, their own regional team, and other staff, to ensure success of those stakeholders with Co-operative Education.

Key Accountabilities

Support students during their recruitment term to build job search techniques and to secure relevant and valuable work experiences

- Develop strong, supportive advising relationships with students that will aid them in their job search experience.
- Cultivate trust with students in one-to-one environments, centering attention on the values and needs of the student seeking service and creating an environment that encourages the development of self-efficacy, resilience and career confidence.
- Guide and support students in navigating the co-op employment process.
- Help students access and reference labour market and other sources of information to build their understanding of the world of work.
- Tailor approach based on the individual's needs through active listening, consultation and relevant content knowledge.
- Support students to gain employment through resume review, managing online presence, work search tactics, interviews, negotiating salary and other job search skills.
- Provide support to students, leveraging Account Manager and employer relationships within the regional teams.
- Connect with on-campus partners as needed to further support students (e.g. Career Advisor, WIL, Faculty Relations Managers, On-Campus Counselling)

Support students during their work term to resolve issues and ensure a successful employment experience

- Support students through difficult employment issues, such as: harassment, discrimination and termination in a compassionate and thoughtful manner. When additional support is needed, refer students to the Student Mental Health Advisor, Workplace Harassment Advisor or Counselling Services.
- Contact and meet with students and employer supervisors during work terms as per student advisement guidelines (in-person, virtual, one2one or in a group structure).

- Support employer supervisors with onboarding and coaching for success to maximize the work term experience for students and employers.
- Attain student feedback on work term, employer, salary, work experience and co-op processes.
- Encourage reflection on competencies and skills developed during the work term and promote a mindset of lifelong learning.
- Facilitate the smooth transition of students from work term to academic term through to securing employment for their next work term and ultimately the smooth handover to the student's subsequent student advisor.
- Collaborate with other service team members, Account Managers and Business Developers to assist with work term situations, maintain or enhance the employer relationship and pursue potential employment opportunities.

Strengthen and leverage on-campus relationship for the enhancement of our student support system

- Support other Student Advisors in developing and sharing best practices and training guides.
- Work alongside other Student Advisors and Career Advisors on a case-by-case basis to enable effective career supports for students.
- Build relationships with campus colleagues through involvement of initiatives, committees, projects and working groups.
- Collaborate with Co-op Student Experience Managers to help to resolve student concerns and issues in a fair and consistent approach.
- Work with our WIL partners to understand the importance of Professional Development (PD) courses and the connection between PD and work terms.

Promote Student Advising Best Practices and Continuous Improvement, participate in professional development opportunities

- Ensure adherence of creditable work term jobs to program/faculty specific requirements (e.g. admission levels, work relevance criteria, job type/sequence requirements), and approve co-op job postings for students that arrange their own jobs.
- Support implementation of University-wide or Co-op student development initiatives.
- Promote continuous improvement of services to students, employers and colleagues by providing feedback to or participating in Student Advisor Best Practices Group, Student Advisor WaterlooWorks Coach role and other opportunities.
- Develop training and tools for fellow Student Advisors; share expertise, support cross-training
- Promote awareness and understanding of Employment Relations and Co-op through Presentations, student orientation, outreach.

**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

- Undergraduate University degree required
- Courses, training, certification/degree or equivalent experience in Mental Health, Career Development and/or Counselling would be a strong asset

Experience

- Minimum of 3 years of student consulting, guidance and support is required
- Experience in counselling/advising environments with an emphasis on active listening, dialogue facilitation focused on reflection, learning, and creating trust
- Experience working in an employment and educational environment is an asset
- Knowledge of co-operative education preferred
- Experience developing and maintaining relationships with students, internal and external stakeholders is required

Knowledge/Skills/Abilities

- Active listening, strong verbal and written communication skills and critical problem-solving is essential
- The ability to develop strong and supportive relationships with students from all identities and experiences and have demonstrated experience working with diverse groups
- Non-judgmental, empathetic and creative approach to working through challenges is a must
- Ability to learn material and complex processes and work within these structures is required
- An understanding of confidentiality of personal information, and an ability to respect this and work to properly moderate communications accordingly is required
- Understanding of professional scope and able to make appropriate referrals to community, institutional and student-run services, considering potential barriers that individuals might face in accessing them
- Commitment to deepening advising skills through individual reflective practice and professional development, as applicable
- Ability to build relationships and collaborate with colleagues both inside and outside the department
- Ability to manage own schedule and balance competing priorities in a fast-paced work environment is required
- Ability to understand and interpret key business metrics and how to use them to prioritize work
- Appreciation of the purpose and value of quality work-integrated learning/co-operative education in preparing students for work/life is preferred
- Ability to maintain working knowledge of relevant technology, including MS Office Suite, Microsoft Teams, SharePoint, and Customer Relationship Management (CRM) tools
- Regular travel is required throughout Ontario and may be required across Canada and possibly the United States

Nature and Scope

- **Contacts:** Internal: The Student Advisor discusses information and problems relating to student careers and work terms with co-workers within Co-operative Education including Regional Manager, Account Manager, Business Developer, Career Advisor, Co-op Student Experience Manager, and co-workers outside Co-operative Education such as Counseling Services and the Student Success Office. External: The Student Advisor meets with students' supervisors in the workplace and may have to interact with them to gather input and/or resolve student or employer related issues.
- **Level of Responsibility:** This role operates with minimal supervision. The Student Advisor does not supervise others: the job has defined specialized and routine tasks outlined in the Student Advisor Support Guide. The Student Advisor provides co-worker support through knowledge sharing with the Co-op Student Experience Managers, Career Advisors and other colleagues. Opportunities to coach and mentor colleagues are available.

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- **Decision-Making Authority:** The Student Advisor approves jobs for Co-op Credit that have been arranged by students, and applies judgment to provide career and co-op advice, decisions around employment status and where warranted failed work terms and referrals to other support functions. The Student Advisor determines when to refer the student to another support person or department.
 - **Physical and Sensory Demands:** This role requires exertion of physical or sensory effort resulting in moderate fatigue, strain or risk of injury due to travel.
 - **Working Environment:** This role involves moderate psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions. The Student Advisor may have exposure to emotionally disturbing experiences and/or interactions with people who are upset, angry, abusive, aggressive, unstable or unpredictable (e.g. dealing with stressful situations such as employer wanting to terminate a student's employment or an employer harassing a student). Regular travel is required throughout Ontario and may be required across Canada and possibly the United States. There may be unusual hours or schedules (e.g. meeting with a student after normal business hours), deprivation caused by isolation due to working from a home office, irregular and/or high volumes and multiple and/or tight deadlines beyond one's control as this role is impacted by student volume changes per term, and constant interruptions as students try to reach them during the working day.