

Job Description



Job Title:	Intercultural Learning Specialist
Department:	Student Success Office
Reports To:	Manager, International Mobility and Intercultural Learning
Jobs Reporting:	None
Salary Grade:	USG 9
Effective Date:	February 2019

Primary Purpose

The Intercultural Learning Specialist is responsible for operationalization and development of the Global Experience Certificate (GEC) as well as for development and support of intercultural learning initiatives within the Student Success Office. The position also serves as a resource for intercultural learning initiatives across campus.

Key Accountabilities

Program Development and Administration

- Responsible for evidence based program development as well as program administration, vetting and approval of GEC milestones.
- Assesses the reflection milestone of the GEC, including provision of constructive feedback to students to aid in the development of intercultural learning competencies.
- Key contributor to strategic direction of the GEC, including contributions to regular communication and updates with the appropriate departments and committees (E.g. Registrar's Office, Senate Undergraduate Council).
- Oversees the overall operationalization of the GEC program including serving as the principal contact and central coordinating liaison with all students, staff, and faculty associated with the management and administration of the GEC, providing superior customer service, helpful responses to inquiries, and clarification of GEC policies and procedures.
- Maintains the integrity of the program and timely assessment and innovation of the program in line with pedagogical and industry best practices.

Supporting Internationalization Abroad (IA) Initiatives:

- Working in collaboration with others within the SSO and across campus, leads the recommendation, creation and design of evidence based and academically sound:
 - pre-departure intercultural training for UW students intending to travel overseas
 - re-entry supports for UW students who have returned from an international experience to assist with translating experience into intercultural competencies for future success.

Supporting Intercultural Learning and Internationalization on Campus (IOC) Initiatives

- Contributes to and supports content and programs related to intercultural learning and Internationalization on Campus (IOC) initiatives.
- Develops and maintains a campus-wide database of intercultural competency development opportunities.
- Determines how existing services and programs are in line with intercultural skill development, the strategic priorities of the Student Success Office, and across campus and how these services and programs can be leveraged to meet the unique needs Waterloo students.

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<ul style="list-style-type: none">• Identifies current trends and forecasts future development in programming to enhance intercultural skill development.• Responds to the needs of the campus by developing and training others in strategies and programs designed to promote and enhance intercultural skill development.• Establishes performance indicators and assessment methods to evaluate individual initiatives, as well as institutional priorities related to intercultural skill development including the development of learning outcomes, program goals, program objectives and success metrics.
Relationship Building <ul style="list-style-type: none">• Participates and contributes to regular staff, department and faculty wide meetings as appropriate.• Develops and maintains excellent working relationships with key support unit and faculty staff partners in support of marketing and program development initiatives.• Develops and maintains excellent working relationships with faculty, staff and campus partners to foster an environment for the transferring of ideas, skills, and/or resources around intercultural learning.• Consults with key stakeholders to identify gaps and opportunities for enhancing intercultural learning competencies for our students.• Represents the SSO at campus-wide meetings.
Staff/Volunteer Development <ul style="list-style-type: none">• As needed, develops and outlines clear expectations and responsibilities for student staff and volunteers within programming.

**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">• University degree or equivalent experience required. Master's or equivalent in a related field (i.e., higher education, intercultural learning, and international education) strongly preferred.
Experience <ul style="list-style-type: none">• Proven experience in developing intercultural competency training in an educational environment.• Demonstrated experience in an educational or student support environment focusing on student mobility or international student needs.• Demonstrated experience in supporting student staff and developing programming and program assessment for students in a post-secondary sector.• Demonstrated experience in instructional design and teaching at the university level.• Experience working/studying internationally an asset.• Experience in report writing, student facing communications and public speaking an asset.
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Knowledgeable of best practices of experiential education in higher education.• Exceptional intercultural communication skills with experience working and supporting and supporting students from diverse backgrounds.• Outstanding interpersonal communication and presentation skills, including written, oral, one on one, and group.• Demonstrated ability to work individually and collaboratively as part of a dynamic team.

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- Sound understanding of Waterloo policies and procedures related to student mobility programs and familiarity with the range of international experience opportunities available to Waterloo students.
- Proven ability to take initiative and be both creative and flexible.
- Strong critical thinking, judgement and decision making skills.
- Demonstrated ability to balance multiple priorities and projects.
- Intermediate to advanced proficiency in Word, Excel, Access, Powerpoint, Outlook, student information systems.

Nature and Scope

- **Contacts:** Internal contacts: The Specialist works closely with other staff in the SSO, including the International Experience and Academic Development teams to ensure a coordinated and integrated approach to program development delivery and communications. In addition to UW students, the coordinator works closely with contacts in Waterloo International, including the Safety Abroad team, Cooperative Education and Career Action (CECA) including those supporting students on International Cooperative Education placements, Waterloo Professional Development, Federation of Student Services (FEDS) that support undergraduate students, Graduate Students and Post-Doctoral Affairs (GSPA), and other contacts within all Faculties and Affiliated University Colleges.
- **Level of Responsibility:** The Specialist may directly supervise student staff and volunteers.
- **Decision-Making Authority:** The Specialist makes best practice and research informed decisions about the suitability of student plans for successful completion of the GEC and other intercultural learning opportunities. The Coordinator will make decisions in collaboration with others on more significant issues and recognizes when issues need to be escalated to the Manager
- **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 as a result of repetitive keyboard/mouse movement. Requires exceptionally close attention to detail and thoroughness. Occasionally, events require some additional physical activity (walking or standing for prolonged periods at conferences or events).
- **Working Environment:** Office based, intermittent work outside the normal operating hours of the institution, occasional international travel may be required.