

## Job Description

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<b>Job Title:</b>	Coordinator, Student Leadership Program
<b>Department:</b>	Student Success Office
<b>Reports To:</b>	Manager, Student Experience
<b>Jobs Reporting:</b>	Student Leadership Program Assistant (co-op)
<b>Salary Grade:</b>	USG 7
<b>Effective Date:</b>	March 2018

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### **Primary Purpose**

The Coordinator, Student Leadership Program (SLP) is responsible for the overall coordination and delivery of the Student Leadership (Certificate) Program. This includes developing, coordinating, and delivering workshops aimed at enhancing the leadership skills for a diverse student population and working with staff and student facilitators in ensuring outstanding workshop facilitation. He/she is accountable to the Manager, Student Experience in the Student Success Office.

### **Key Accountabilities**

#### **Overall**

- Coordinate the Student Leadership Program including day to day management such as coordinating workshop facilitators, setting workshop schedules, overseeing program assessment, overseeing the online registration system and attendance tracking, administering e-certificates, and coordinating requests for customized workshops from campus partners
- Main contact for the Student Leadership Program in the SSO
- Supervise one co-op student and a team of student-staff facilitators who assists in program coordination and delivery
- Develop and maintain workshop materials including workbooks, attendance tracking, workshop supplies, feedback forms, etc.
- Hire, train and maintain communication with workshop facilitators (students and staff)
- Be knowledgeable and up to date on student development and student leadership theory and its practical application
- Create and facilitate customized workshops as required
- Conduct research related to student learning, engagement, and leadership development
- Participate in professional development opportunities as they arise

#### **Program Administration**

- Develop and coordinate the recruitment, hiring, training, and recognition of program facilitators
- Develop and maintain extensive program documentation (e.g. action plans) outlining program goals, outcomes and ongoing progress
- Determine workshop schedule in coordination with campus partners and program facilitators
- Responsible for payroll, general new hire administration/onboarding and maintaining the program budget
- Respond to feedback from facilitators and student participants in a timely and appropriate manner
- Coordinate requests for customized workshops including integration of current content and creation of new content
- Design promotional strategies that engage students

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### **Program Assessment**

- Coordinate the collection and review of participant and facilitator feedback and data to provide recommendations for future program adjustments and considerations
- Monitor and evaluate program delivery through session feedback forms and workshop observation
- Remain in touch with current student leadership best practices, content development, and program delivery models

### **Student-Staff Development**

- Provide ongoing development for student staff through regular meetings and feedback, including goal setting and performance management
- Outline clear expectations and responsibilities for program facilitators
- Responsible for the recognition and appreciation of facilitators
- Maintain consistent and appropriate levels of communication with facilitators to ensure ongoing participation and engagement

### **Relationship Building**

- Facilitate strong working relationship with campus partners and program facilitators to ensure a rewarding and satisfying experience
- Participate in regular team and department wide meetings as appropriate
- Respond to feedback from facilitators and program participants in a professional and timely manner

## **Required Qualifications**

### **Education**

- University Bachelor's degree and experience related to the Learning and Development field.

### **Experience**

- Experience in program management within student services - working with students, faculty and staff
- Strong oral and written communication skills, solid organizational skills, and sound judgment
- Strong group facilitation skills (training an asset)
- Proven ability to manage multiple projects/programs
- Experience developing and delivering workshops or courses within a post-secondary environment.
- Demonstrated ability to contribute to and thrive in a collaborative environment and to apply a positive team approach while working with colleagues
- Volunteer management an asset

### **Knowledge/Skills/Abilities**

- Superior interpersonal skills including the ability to use tact and diplomacy while interacting with a wide range of internal and external contacts.
- Excellent interpersonal communication skills, including written, oral, one on one, and group.
- Proven facilitation skills and an ability to communicate to diverse audiences
- Proven ability to take initiative and be both creative and flexible.
- Ability to work collaboratively, build consensus and be sensitive to the needs and interests of various stakeholders, and contribute to the functioning of a diverse team both within the department and across the institution.
- Proven ability to manage multiple demands, stay organized and prioritize effectively.
- Familiar with literature and research in student development theory and teaching and learning.
- Intermediate skills in the following programs: MS Word, Excel, PowerPoint

### **Nature and Scope**

- **Contacts:** Internally the Coordinator communicates with direct reports (co-op student), Manager, Student Experience, Student Experience Team, Faculty Relations Managers, the Learning Services Team, the Communications team and other partners to ensure all employees are informed and knowledgeable about Student Leadership Program. Externally, the Coordinator has frequent interaction the campus partners and academic support staff in various faculties.
- **Level of Responsibility:** The Coordinator directly supervises a termly co-op student, a team of 10 student staff, and is a member of the Student Experience Team.
- **Decision-Making Authority:** The Coordinator will often make decisions in collaboration with others but will also be required to make independent decisions related to the coordination of the program.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within a fast-paced service oriented office environment; extensive periods of sitting and concentrated use of visual senses. Requires close attention to detail, thoroughness, and accuracy.
- **Working Environment:** Located in a comfortable indoor area, although location can change. Minimal exposure to disagreeable conditions typical of a supervisory position, one where it is occasionally necessary to convey negative or unwelcome information to students or staff. Some weekend and evening work is required throughout the year.