

Job Description

Job Title:	Immigration Consultant
Department:	Student Success Office
Reports To:	Manager, Immigration Consulting
Jobs Reporting:	none
Salary Grade:	USG 8/9
Effective Date:	March, 2018

Primary Purpose

The Immigration Consultant is accountable to the Manager, Immigration Consulting, for the advising of international students on immigration. This includes one-on-one personal advising and group information sessions aimed at enhancing the student experience and success for a diverse group of international students. The position involves the professional and competent application of appropriate advising procedures in a confidential and ethical manner in accordance with standards as set by the Canadian Bureau of International Education, the Immigration Consultants of Canada Regulatory Council, and applicable professional associations

Key Accountabilities

Advising Service to Students

- The Immigration Consultant has superior and extensive knowledge of Canadian immigration law, policies, regulations, and procedures as they relate to international students, partners, and families. He/she maintains awareness of immigration trends and is up-to-date with policy and regulatory changes.
- The incumbent provides timely, accurate, efficient, and comprehensive immigration advice in a number of areas such as: study permits, work permits, temporary resident visas, permanent residence, and U.S. visas.
- Advising takes place in-person, Skype, telephone and email – pre and post-arrival on campus.
- The Immigration Consultant is expected to take a proactive approach to communicating with international students. Adhering to ICCRC requirements, maintaining documents such individual consultation notes, copies of immigration documents, and any related immigration documents in strict confidentiality and secured storage.
- The Immigration Consultant works collaboratively with all areas of the Student Success Office. Collaboration with on and off campus partners is essential to ensure students are provided with the necessary support, resources and information pertinent to their University of Waterloo student experience. As well, immigration advising for staff and faculty in supporting international students is essential, and the Immigration Consultant must manage individual cases and ensure a consistent approach is maintained that balances confidentiality with the student's welfare.

Immigration Support

- Remain current on the needs of all international students at the University, relevant University policies and procedures, best practices in immigration consulting, including forecasting future developments for the diverse University of Waterloo student population. Based on findings, and in

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consultation with the Manager, Immigration Consulting, identify possible projects that will enhance immigration experience of all international students.

- Liaise with appropriate members of other departments or faculties, regarding issues pertaining to the personal welfare of a student(s). To consult, where necessary and with the student's permission, relevant professionals or other persons inside or outside of the University community regarding case management.
- Develop and deliver workshops and/or information sessions for students on immigration topics and other topics related to student success.

Collaboration and working closely with partners

- Proactively build and maintain strong relationships with internal and external partners, government organizations and agencies as appropriate to support international student advising, and to facilitate services and education programs on campus, and to build awareness of the unique needs, transition and experience of international students.
- Ensure policy, practice and service delivery are congruent with direction provided by central University immigration and internationalization strategies.

Compliance

- Ensures compliance under the Immigration and Refugee Protection Act (the Act) and its Regulations (the Regulations) and ICCRC regulations
- Adheres to regulations as per Immigration Consultants of Canada Regulatory Council including but not limited to Code of Professional Conduct, Good Character and Good Conduct, Compliance Audit, Continuing Professional Development, Practice Management Education

Other

- Implement assessment methods to measure achievement in all areas of responsibility including service goals and objectives and determination of service success on a termly basis. Examples may include measuring student satisfaction and ensuring that statistical profiles are maintained on such particulars as the types of student concerns being seen, and the distribution of students accessing the services across faculties, years, referrals sources etc.
- Contribute to development of tools and training; communications with students, including but not limited to, website management and correspondence; and any special projects assigned by the Manager, Immigration Consulting.
- Contribute to co-mentorship, promote and maintain a high level of work ethics within the team
- Participate in certain department-wide or campus-wide responsibilities including special events, special projects, committee participation etc.

Required Qualifications

Education

- Regulated Canadian Immigration Consultant in good standing with the Immigration Consultants of Canada Regulatory Council
- An undergraduate degree and/or equivalent experience

Experience

- Minimum 1 year of experience as an RCIC
- 3 + years of experience advising international students and/or young adults/students in a similar setting.

Knowledge/Skills/Abilities

- Awareness of and sensitivity to cultural, language, political, socio-economic, and other relevant factors in areas associated with UW international interests.
- Proven strong advocacy skills as evidenced by experience assisting clients (international students).
- Evidence of a service-oriented perspective and the ability to resolve issues quickly, expertly and with minimal difficulty for the stakeholder.
- Proven ability to provide a mature, competent, and professional presence vis-à-vis external government and immigration officials, current and prospective students, and university administrators and staff.
- Proven ability to take initiative, be creative and flexible.
- Strong oral and written communication skills, organizational skills, and sound judgment in decision-making.
- Demonstrated ability to work collaboratively, maintain confidentiality, exhibit sensitivity to the needs and interests of various stakeholders and contribute to the functioning of a diverse team both within an individual department and across a larger institution.
- Demonstrated ability to thrive in and contribute to an integrated and collaborative team environment and to apply a positive team approach to working with colleagues.
- Beneficial: international experience and second language skills.
- Beneficial: Comprehensive understanding of University policy and procedures as they relate to students in general and international students in particular would be an asset.
- Highly knowledgeable about Citizenship and Immigration Canada, Immigration and Refugee Protection Act/Regulations, and policies and procedures pertaining to international students and permanent residence
- Superior verbal and written communication skills, exceptional analytical thinking, excellent interpersonal and problem solving skills, and the ability to communicate to a diverse audience through various mediums

Nature and Scope

- **Contacts:** Students, other staff in the SSO, other staff and faculty across campus, external partners. Strong communication skills (written and oral) are required, including clarity, diplomacy and tact. Ability to work independently and as part of a team.
- **Level of Responsibility:** Responsible for ensuring the professional provision of immigration advising services to students. This job requires superior advising skill with minimum supervision. Therefore, the Immigration Consultant must be self-initiated, detail oriented and excellent in time management skills. Team work is essential and the Immigration Consultant is expected to provide co-worker support and coaching to maintain a high level of advising service.
- **Decision-Making Authority:** Continually makes decisions about the most effective methods of advising students; determines the optimum course of action to solve problems and to exert a positive influence on other stakeholders.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment; periods of extensive sitting and concentrated use of visual senses. Exposure to a fast-paced service oriented environment.

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- **Working Environment:** Much of the time is spent sitting in a comfortable position meeting with students one-on-one in a private office. Located in a comfortable indoor area, although may work out of various locations. There is a frequent need to give close attention to detail such as written material and information given verbally by students. There are times of high demand for service, and there is always a requirement for thoroughness and accuracy. Weekend and evening work is sometimes required. Minimal exposure to disagreeable conditions where it is sometimes necessary to convey negative or unwelcome information to students.