

Job Description

(For Positions in CAW Local 555, Unit 1)

Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.

JD #:	JD00728	Pay Grade:	9
JD Title:	Service Learning and Civic Engagement Program Coordinator	JD FTE Hours:	35
Job Family:	Program		

General Description

Responsible for the development and implementation of a co-curricular service learning and civic engagement strategy for the entire student population. Utilizes a diverse range of experiential learning initiatives to promote engagement, resilience, skills development, and future employability of students. Builds strategic alliances with faculty, staff, student groups, student governments, and the greater community to create a culture of collaboration and partnership in ensuring student success.

Representative Duties & Responsibilities

- Deliver a comprehensive co-curricular service-learning and civic engagement program model that addresses the situational needs, priorities, activities, stakeholder involvement, anticipated outcomes, data collection and evaluation of the student population.
- Design and deliver outreach initiatives such as workshops and presentations based on research, sound methodology and an understanding of student experiences and needs in response to faculty and student requests.
- Design and implement evaluation strategies such as surveys, focus groups, and rubrics to measure program outcomes and effectiveness.
- Develop an effective and efficient program delivery strategy such as student based models, seminars, workshops and online resources to optimize resources and service capacity.
- Deliver programs, services, events and initiatives that are based on clearly articulated learning outcomes.
- Direct effective marketing and promotion programs to target students in need of services.
- Initiate collaborations and partnerships using a multi-departmental team approach in support of an integrated approach to providing services and promoting a shared approach for student success.
- Conduct needs assessments to determine areas of student needs and wants in order to promote community engagement.
- Analyze and interpret data for the purposes of evaluating results, communicating with partners and stakeholders, and informing future planning.
- Advise students and groups of students involved with community engagement to ensure they have access to the supports and resources available to help them succeed in their leadership activities.
- Act as a resource expert to the campus community on issues related to community service-learning, civic engagement, student development and student engagement.
- Refer students to appropriate resources, information and services across the University.
- Write and deliver instructional material in print and online formats.
- Develop relevant and quality resource information for websites and social networks.
- Determine appropriate information to be included in the departmental website and ensure information is correct and up to date.
- Coordinate events and initiatives which involves developing a central recruitment, application, selection, training, communication and program design strategy for a co-curricular service learning program.
- Coordinate volunteer initiatives that effectively promote volunteerism and connect students with on-campus, off-campus and international volunteer opportunities.
- Deal sensitively, responsibly and calmly with students who present serious medical, social and psychological issues, and refer to appropriate care.
- Cultivate and maintain relationships with campus, community and international partners and build partnerships with

Representative Duties & Responsibilities

various stakeholders across the University and the greater community.

- Update, maintain and verify database information for program participation for the purpose of program reviewing and reporting.
- Participate on related committees and working groups to promote the work of the department.
- Research best practices in service delivery and resources available by conducting regular scans of literature, attending conferences, and reviewing other institutional websites.
- Understand research methodologies used in student development and adult education research, and evaluate empirical and theoretical research.
- Update and maintain detailed knowledge of information pertaining to community service-learning and civic engagement programs and services offered across campus.

Supervision

- Ongoing responsibility for supervising up to 9 casual employees at any one time.

Qualifications

- Bachelor's degree in a relevant field of study.
- Requires 3 years of relevant experience

Effort

Physical Effort:

- A typical work day consists of greater than 3.5 hours of low physical effort for activities such as:
 - Intermittent periods of keyboarding to word process documents, enter data into databases and conduct literature searches.
- Elements of moderate physical effort are not a regular feature of this job.
- Elements of high physical effort are not a regular feature of this job.

Mental Effort:

- A typical work day occasionally requires routine mental effort for activities such as:
 - Collecting routine information and files to word process routine documents such as correspondence and forms, and inputting data databases.
- A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:
 - Delivering a comprehensive co-curricular service-learning and civic engagement program model that addresses the situational needs, priorities, activities, stakeholder involvement, anticipated outcomes, data collection and evaluation of the student population.
 - Directing effective marketing and promotion programs to target students in need of services.
 - Analyzing and interpreting data for purposes of evaluating results, communicating with partners and stakeholders and informing future planning.
 - Advising students and groups of students involved with community engagement to ensure they have access to the supports and resources available to help them succeed in their leadership activities.
 - Acting as a resource expert to the campus community on issues related to community service-learning, civic engagement, student development and student engagement.
 - Referring students to appropriate resources, information and services across the university.
- A typical work day consists of up to 3.5 hours of high mental effort for activities such as:
 - Conducting proper needs assessments to assess areas of student needs and wants to promote community engagement.
 - Designing and delivering outreach initiatives such as workshops and presentations based on research, sound methodology and an understanding of student experiences and needs in response to faculty and student requests.
 - Designing and implementing evaluation strategies such as surveys, focus groups, and rubrics to measure program outcomes and effectiveness.
 - Developing an effective and efficient program delivery strategy such as student based models, seminars, workshops and online resources to serve to optimize resources and service capacity.

Working Conditions

Physical Environment:

- There are no adverse physical environment conditions inherent to the job.

Psychological Environment:

- Occasionally interacts with individuals who may be rude or upset.
- Frequently handles competing requests from multiple sources.

Health & Safety:

- Risk to the incumbent is no higher than for the general population.

Job Description Rating Sheet

(For Positions in CAW Local 555, Unit 1)

JD #:	JD00728	Pay Grade:	9
JD Title:	Service Learning and Civic Engagement Program Coordinator	Total Points:	561
Job Family:	Program		

Factor	Subfactor	Level Rating	Points
Skill	1. Applied Reasoning and Analytical Skills	5.0	105
	2. Breadth of Knowledge	2.0	13
	3. Adaptation to Change/Updating of Learning	2.0	12
	4. Interpersonal Skill	3.0	39
	5. Education and Experience	E3	100
	6. Dexterity and Coordination	2.0	12
Effort	7. Physical Effort	1.0	3
	8. Mental Effort	4.0	78
Responsibility	9. Planning and Coordination	3.0	46
	10. Responsibility for Others	3.0	55
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	3.5	80
Working Conditions	12. Physical Environment	1.0	3
	13. Psychological Environment	2.0	10
	14. Health and Safety	1.0	5