

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 #:	JD00675	Pay Grade:	9
JD Title:	Transition Program Coordinator	JD FTE Hours:	35
Job Family:	Student Services		

General Description

Responsible for the development and delivery of programs and services to assist students in areas of transition, skills development, knowledge acquisition, and experiential learning for the purpose of achieving academic success and enhancing the student experience. Builds strategic alliances with faculty, and staff and the greater community to create a culture of collaboration and partnership in ensuring student success. Areas of focus include student development with a particular emphasis on the transition process for new students and their families, pre-arrival orientation programs, community engagement and transition support throughout a students first year. Creates shared institutional support programs for new students by developing collaborative partnerships within the University.

Representative Duties & Responsibilities

- Assess students' academic and personal stage of development to inform on appropriate strategies and developmental tasks to promote growth and skill building.
- Design, implement, and evaluate transition programming for incoming first year students.
- Support the enrolment management efforts of the University with an emphasis placed on the transition process for new students and their families.
- Design and deliver 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 that serve to optimize resources and service capacity.
- Direct effective marketing and promotion of the program 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 proper needs assessment to assess areas of student needs and wants to promote academic success and personal growth and development.
- Analyze and interpret data for purposes of evaluating results, communicating with partners and stakeholders, and informing future planning.
- Act as a resource expert to the campus community on issues related to student development and transition.
- Refer students to appropriate resources, information and services across the University.
- Write and deliver instructional and training materials for presentation in print and on-line formats.
- Develop relevant and quality resource information for the website and social networks.
- Determine appropriate information for students to be included on the departmental website and ensure information is correct and up to date.
- Seek financial sponsorship for orientation programs.
- Implement and maintain program budgets.
- Monitor and report on program expenditures and provide financial projections and adjustments.
- Provide recommendations on the financial and human resources required to support the strategy.
- Establish work priorities and schedule the necessary resources.
- Deal sensitively, responsibly and calmly with students who present with serious medical, social, and psychological issues, and refer to appropriate care.

Representative Duties & Responsibilities

- Cultivate and maintain relationships with campus partners and build partnerships with various stakeholders across the University and the greater community.
- Update, maintain and verify database information for program participation for the purpose of program review and reporting.
- Participate on related committees and working groups to promote the work of the Student Success Centre.
- Research best practices in service delivery and resources available by conducting regular scans of literature, attending conferences, and reviewing other institutional websites.
- Update and maintain detailed knowledge of information about student development theory, enrolment management, campus environments, and community development required to develop the appropriate programs and services to assist students.

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:
 - Researching best practices in service delivery and resources available by conducting reviews of literature, attending conferences, and reviewing other institutional websites.
 - Providing resources for first year students regarding critical support services, deadlines, problem resolution and general academic and campus related concerns.
 - Monitoring and reporting on program expenditures and providing financial projections and adjustments.
 - Seeking financial sponsorship for orientation programs.
- A typical work day consists of up to 3.5 hours of high mental effort for activities such as:
 - Conducting proper needs assessment to assess areas of student needs and wants to promote personal growth and development.
 - Designing and evaluating transition programming for incoming and first year students.
 - Developing an effective and efficient delivery strategy for various programs.
 - Designing workshops.

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

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JD #:	JD00675	Pay Grade:	9
JD Title:	Transition Program Coordinator	Total Points:	561
Job Family:	Student Services		

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