



CUPE JOB DESCRIPTION

WORKING TITLE: Indigenous Student Navigator **DATE PREPARED:** April 2018/Oct 2019
/Event & Elder Coordinator **REVISED:** June 2021

DEPARTMENT: Indigenous Services–Academic Division **POSITION STATUS:** F/T

LOCATION: Cranbrook **POSITION NUMBER:** 172

SUMMARY OF RESPONSIBILITIES

Reporting to the Director of Indigenous Strategy and Reconciliation and receiving direction from the Indigenous Education team the Navigator will assist in the development of a recruitment strategy and deliver services and supports for Indigenous students. The Navigator will also examine how services and supports for Indigenous learners can be enhanced in conjunction with other colleagues and departments. The Navigator will work closely with the Ktunaxa Nation and Indigenous communities and organizations regarding culturally appropriate practices and protocols. One of the Navigator’s main roles is to coordinate cultural activities and events for Indigenous students and the entire College community. The Indigenous Student Navigator also provides administrative and clerical support to the Indigenous Education team.

The Navigator will be part of the Indigenous team that is actively engaged in contributing to the ongoing work at the College to accomplish the Calls to Action from the *Truth and Reconciliation Commission of Canada*, the *Indigenous Education Protocol*, Memorandums of Understanding, Aboriginal Enhancement Agreements and the vision, mission, and goals of the College in supporting the aspirations and needs of Indigenous learners and communities.

KEY DUTIES & RESPONSIBILITIES (*list the key 7 – 10 in descending order of importance*)

1. Coordinate a recruitment and student success strategy in collaboration with the Indigenous Education team, recruiters, education advisors and other stakeholders. This strategy will help Indigenous students transition to the College by, for example, providing an orientation that lets students know of the culturally appropriate supports available for them. Coach, mentor and educate students in the use of on-line services and tools commonly used in the course of student life (e.g. COTROnline, Ellucian Mobile App). Connect with Indigenous Students who are listed on the Errors and Omissions Report and assist them in accessing the supports they need to be successful or to help them withdraw from a course.
2. Plan, organize and evaluate cultural and social events in collaboration with other departments, staff, student mentors and community organizations (e.g. annual Powwow, breakfasts, luncheons, recognition ceremony, etc.). This will include maintaining regular hours at the Aboriginal Gathering Place, allowing for consistent student use.

3. Ensure regular contact and participation with the Ktunaxa Nation Council (KNC), the Elders-in-Residence program, Ktunaxa Knowledge Holders, Metis Knowledge Holders and Indigenous guest speakers as part of ongoing Indigenous activities at the College.
4. Assist in the development of the Indigenous Student Ambassadors program that will help Indigenous students transition to College life and help with academic expectations. This program will help them find and utilize applicable College resources. In addition, this program will provide leadership and meaningful work experience for the Indigenous Student Ambassadors.
5. Collaborate with local educational institutions and personnel to organize and implement tours for Indigenous counselors and prospective students.
6. Respond to inquiries and requests for assistance from students, prospective students, staff, College partners, and general public.
7. Refer students to the Indigenous Education team, colleagues and staff in other departments when appropriate (e.g. referrals to counselling, accessibility services, education advising, enrolment services, housing, community services).
8. Coordinate and/or assist with community engagement activities (e.g. site visits, College Open House, mentor events).
9. Update website, portal, in consultation with the Marketing Department to advertise internal and external events and activities.
10. Coordinate and provide support to the Elders-in-Residence program. Support Elders and Knowledge Holders with transportation to and from College events. Support Elders and knowledge holders with technology for classroom events.
11. Travel to regional Indigenous communities for events, ceremonies and activities.
12. Collaborate with the Student Success Navigator to ensure all students are supported.

Other duties:

- Attend KNC Education and Employment meetings
- Assist with JumpStart Implementation
- Shop for supplies as needed and book regional Indigenous organizations for the AGP
- Create content and advertising for student activities
- Organize, recruit and create video content with the Ktunaxa and Metis communities
- Other related duties as required

DECISION MAKING

- Respond to people in an appropriate way that demonstrates and sensitivity to their culture and situation
- Respond to and/or assist with resolving emergency situations in a timely and sensitive manner
- Make decisions required to determine the appropriate advice and response to inquiries and requests for assistance from students, prospective Indigenous students, colleagues, College partners and the general public
- Have the initiative and judgment required for planning, implementing and supervising student activities. Able to determine risk management issues that may have an impact on public relations and/or health and safety issues at the College
- Assist in the development of departmental promotional materials including newsletters, marketing materials and overseeing the upkeep and required changes to the College's Indigenous website
- Compile and develop a procedure manual for the role of Indigenous Student Navigator

- In conjunction with the Indigenous team create an individual work schedule that meets the needs of the Department, while being monitored to ensure appropriate results are achieved.
- Assess students' needs and liaise and connect them with College and community supports and resources as needed

POSITION RELATED QUALIFICATIONS – EDUCATION AND EXPERIENCE

- An Indigenous person is preferred for this position
- University Studies Certificate in Indigenous Studies, Social Work or Human Service Worker essential
- Understanding of the cultural uniqueness of Indigenous students
- Willing to learn and honour College, KNC and Band protocols to be able to assist and support students and plan and facilitate events appropriately
- Experience working with Indigenous communities
- Understanding of KNC Education and Employment Services
- High level of professionalism and respect for the worldview of students, colleagues and College partners
- Strong verbal and written communications skills with excellent customer service skills and strong knowledge of database systems and MS Office
- Excellent intervention, conflict resolution, judgment and decision making skills
- Experience in event planning and coordination
- Experience in recruiting, developing and training Indigenous student mentors
- Knowledge of standard office equipment (photocopier, scanners, printer)
- Familiar with College guidelines/protocols regarding privacy and confidentiality
- Ability to be flexible, adapt to change, take initiative and work with minimal supervision
- Accuracy and attention to detail
- Strong organizational skills along with the ability to function with tight deadlines, changing priorities and the proven ability to manage several projects simultaneously while meeting deadlines
- Holistic thinker
- Driver's License (Class 5)
- Ability to work in a team and assume leadership responsibilities when needed

POSITION SPECIFIC WORKING CONDITIONS and ENVIRONMENT, SAFETY REQUIREMENTS

Physical and Mental Effort:

- Duties are mostly performed indoors other than walking to and from the main campus
- May work in community and/or at the Ktunaxa Nation Council offices
- Occasional moving of furniture for set-up and take-down of events in the Aboriginal Gathering Place
- May be exposed to interruptions and noise on a regular basis
- Workspace may lack privacy; and may be congested area during peak periods
- Front-line contact; with potential for conflict and adversarial situations
- Occasional regional travel required for recruitment and student outreach purposes and connection with Regional Indigenous Communities
- May work alone and/or required to work overtime in peak periods
- Some evening and week-end work required

Safety Requirements:

- Provides emergency procedures in Aboriginal Gathering Place. (e.g. Lockdown and Fire alarm procedures)
- Non-violent crisis intervention
- FoodSafe
- Duties performed off campus

COLLEGE OF THE ROCKIES RECRUITMENT SPECIFICATIONS

Describe the minimum qualifications and specifications required of the position in order to perform the role competently.

<u>ESSENTIAL</u>	<u>DESIRABLE</u>
<p>Formal Education: University Studies Certificate in Indigenous Studies, Social Work, Human Service Worker or equivalent; Indigenous Studies Preferred. Further study may be required of an incumbent to meet the desired education requirements.</p>	University Studies Diploma or an Associate of Arts Degree in Indigenous Studies, Social Work, Human Service Worker or equivalent
<p>Related Work Experience:</p> <ul style="list-style-type: none"> - Minimum two years of related experience working with indigenous students, communities and organizations. - Demonstrated ability to successfully plan and assist with event planning and coordination. 	Knowledge of College programs and services. Experience developing promotional and recruitment events and materials. Experience training others.
<p>Problem Solving and Complexity:</p> <ul style="list-style-type: none"> - Strong organizational skills along with the ability to function with tight deadlines, changing priorities and the ability to manage several projects simultaneously while meeting deadlines 	
<p>Computers/Technology/Specialized Equipment:</p> <ul style="list-style-type: none"> - Strong technical skills including familiarity with customer database systems and MS Office applications - Knowledge of standard office equipment (photocopier, scanners, printer) - Driver's License (Class 5) 	Ellucian (Colleague)
<p>Communication and Interpersonal Skills:</p> <ul style="list-style-type: none"> - An understanding and knowledge of Ktunaxa culture is preferred with first-hand knowledge of local Indigenous communities and organizations. - Strong verbal and written communications skills - Excellent intervention, conflict resolution, judgment and decision making skills - Ability to be flexible, adapt to change, take initiative and work with minimal supervision - Excellent customer service skills 	

REVIEWS and APPROVALS

EMPLOYEE SIGNATURE:	DATE:
The employees signs off the job description during final review/discussion with the manager/supervisor.	

MANAGER/SUPERVISOR SIGNATURE (APPROVAL):	DATE:
The manager/supervisor signs off (approves) the job description after final review/discussion with the employee.	