

CUPE JOB DESCRIPTION

WORKING TITLE: Student Success Navigator

DATE PREPARED: September 2019

DEPARTMENT: Student and Enrolment Services

POSITION STATUS: Term, F/T

LOCATION: Cranbrook

POSITION NUMBER: 187

SUMMARY OF RESPONSIBILITIES

Reporting to the Director of Student Affairs, the Student Success Navigator is responsible for assisting students and potential students gain access to the College by connecting them to College services, supports, resources, programs and courses. The Student Success Navigator works in collaboration with Accessibility Services, Education Advising, Enrolment Services, Recruitment, as well as the College's network of community partners to ensure students, especially those facing multiple barriers, are supported to take the steps necessary to achieve their academic goals. The Student Success Navigator's efforts contribute to sustaining or improving enrolment levels by ensuring students have a positive experience with the College, and feel informed and supported to pursue their educational plan.

KEY DUTIES AND RESPONSIBILITIES

1. Knowledgeable and provides guidance in accessing the various resources and supports prospective students, applicants and students may need to achieve their educational plans. Assist students in carrying out the tasks recommended by an Accessibility Services Coordinator or Education Advisor (e.g. submitting an application, filling out forms, accessing services like writing lab or peer tutors, submitting requests for exams, applying for graduation, etc.)
2. Assists the Accessibility Services and Student Services Coordinators in contacting students requiring early intervention and academic advising.
3. Monitors OnTrack submissions from faculty and staff and provides referrals to appropriate College resources including Accessibility Services, Education Advising, Program Coordinators, Enrolment Services and Financial Aid, Student Housing, faculty, and/or other relevant internal/external resources.
4. Assists the Co-op and Employment Services Coordinator in the delivery of the College's Peer Programs.
5. Monitors progress of students who have developed an Education Plan.
6. Evaluates the unique and exceptional needs of some students and explores options for resolution or support that may fall outside normal processes, but are acceptable alternatives in special cases.

7. Follows up with students who have taken an assessment test or have received the results to ensure they are aware of next steps towards enrolment.
8. Liaises directly with Enrolment Services team members to facilitate the admission and registration of students requiring additional support. Researches and provides students with education funding options.
9. Assists Student Services faculty in planning, organizing, and promotion of student success workshops and activities for students. Collects and enters data on services and workshops into the appropriate database/spreadsheet; compiles and analyzes student feedback together with other student services professionals and makes recommendations for improvements to supervisor/department.
10. Coaches, mentors and educates students in the use of on-line services and tools commonly used in the course of student life (e.g. COTROnline, Ellucian Mobile App).

Other Related and Reporting Duties:

- Participates in College projects to identify new services and protocols.
- Performs other related duties similar in scope and complexity.
- Acts as a backup to front-line Student Services staff as necessary.

POSITION RELATED QUALIFICATIONS – EDUCATION AND EXPERIENCE

- A two-year post-secondary diploma (e.g. Arts and Science or Human Service Worker or Child, Youth and Family Studies or equivalent).
- Knowledge of secondary and post-secondary educational systems, processes, practices and policies gained through two years of related experience.
- Proven interpersonal communication, public-speaking and student advocacy skills.
- Strong technical skills including MS Office suite of software, customer database systems, and web-based services.
- Knowledge of College and community resources and experience working with other internal and external community professionals.
- Experience working with a diverse user population.
- Strong verbal and written communication skills.
- Excellent intervention, conflict resolution, judgement and decision-making skills.
- Experience in event planning and coordination.
- Knowledge of standard office equipment.
- Familiarity 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 and problem solving skills along with the ability to function with tight deadlines, changing priorities and the proven ability to manage several projects simultaneously while meeting deadlines.
- Class 5 Driver's License.

POSITION SPECIFIC WORKING CONDITIONS and ENVIRONMENT, SAFETY REQUIREMENTS

Physical and Mental Effort:

- Duties are generally performed indoors.
- Occasional moving of furniture for set-up and take-down of events.
- Exposed to interruptions and noise on a regular basis.
- Workspace lacks privacy; congested area during peak periods.
- Front-line contact with potential for conflict and adversarial situations.
- Works alone and/or overtime in peak periods as required.

Safety Requirements:

- Non-violent crisis intervention.

COLLEGE OF THE ROCKIES RECRUITMENT SPECIFICATIONS

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

ESSENTIAL	DESIRABLE
<p>Formal Education:</p> <ul style="list-style-type: none"> - A two-year post-secondary diploma (Arts and Science or Human Service Worker or Child, Youth and Family Studies or equivalent). 	<ul style="list-style-type: none"> - University Studies Diploma or an Associate of Arts Degree including social work and human service coursework or equivalent.
<p>Related Work Experience:</p> <ul style="list-style-type: none"> - Minimum of two years' of related experience. - Knowledge and comfort level working with students, communities and organizations. - Demonstrated ability to successfully plan and assist with event planning and coordination. 	<ul style="list-style-type: none"> - Knowledge of College programs and services. - Experience developing promotional 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 proven 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). 	<ul style="list-style-type: none"> - Ellucian (Colleague).
<p>Communication and Interpersonal Skills:</p> <ul style="list-style-type: none"> - Strong verbal and written communication skills. - Excellent intervention, conflict resolution, judgement 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 employee 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.	