**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Indigenous Student Success Coordinator

**Job Number:** A-229

**NOC:** 4033

**Band:** 8

**Department:** First Peoples House of Learning

**Supervisor Title:** Director, First Peoples House of Learning

**Last Reviewed:** April 14, 2015

**Job Purpose**

The Indigenous Student Success Coordinator is responsible for the timely delivery of strategic retention and academic support services as identified in the MCU ISSF (Indigenous Student Success Fund) consolidated multi-year plan. Assists the Director in planning and implementation of strategies and coordinates with other FPHL staff at all Trent Campuses to improve student retention and facilitate the successful completion of the course of study for all Indigenous students regardless of field of study.

**Key Activities**

1. Facilitate and improve student success and retention through intake, academic support assessment and academic planning.
2. Provide personalized one-to-one appointments for Indigenous student success planning.
3. Facilitate appropriate referrals to all Trent student services programs.
4. Assist incoming students with pre-admission advising.
5. Assist Indigenous students with request including program changes, course registration, course scheduling and requests for accommodations, extensions, incomplete grades, and/or withdrawals.
6. Identify tutors and coordinate one-on-one, group tutorial and academic supports accommodation.
7. Assist Indigenous students with post degree planning for career and/or graduate school.
8. Organize and implement culturally relevant programming collaboratively with other First Peoples House of Learning (FPHL) staff.
9. Assist the Director with the preparation and writing of relevant reports, grants, and donor recognitions.
10. Advice faculty and staff of any departments of studies in the provision of Indigenous student retention support services.
11. Coordinate culturally appropriate Indigenous social events, lectures, workshops, and Traditional teaching sessions as a component of retention and student success services.
12. Work collaboratively with FPHL in the support of recruitment and access for Indigenous students into a wider range of Trent University undergraduate degree programs.
13. Provide support and leadership training for TUNA and/or other Indigenous or reconciliation focused student groups.

**Education**

Honours University Degree (4 year) required.

**Experience Required**

1. Minimum three years of experience providing student support services within a post-secondary environment.
2. Excellent cross-cultural communication skills (verbal and written); ability to communicate information in a clear, consistent and courteous manner.
3. Direct and/or lived experience with FNMI language, culture, and social protocols specifically as well as diversity/identity/equity issues more generally,
4. Extensive knowledge and/or direct experience of the social and academic challenges and needs of Indigenous students.
5. Experience delivering culturally safe workshops, events, and gatherings for Indigenous peoples.
6. Experience in helping people in crisis and the ability to apply this knowledge when advising students.
7. Experience working with Indigenous students living with mental health issues, including but not limited to depression, anxiety, social relationships, eating disorders, self-injurious behaviour, trauma, psychiatric diagnoses, difficult family dynamics, etc.
8. Extensive knowledge of, and ability to collaborate and liaison with Indigenous students, and local First Nations and Indigenous community organizations;
9. Demonstrated understanding and preferably lived experience of the potential impact of systemic discrimination with respect to academic opportunities and performance.
10. Intermediate level computer skills in Microsoft Word and Excel.
11. Demonstrated ability to work effectively in diverse team environments.
12. Demonstrated tact, diplomacy, and objectivity.
13. Proven judgment and discretion in dealing with confidential and sensitive matters.
14. Demonstrated ability to work effectively in diverse team environments.
15. Experience with/lived experience of oppression, racism, homophobia, transphobia and/or ableism will be an asset;

**Responsibility for the Work of Others**

Indirect Responsibility

* The Student Success Coordinator is responsible for the conduct of guest lecturers or Elders who are invited by the individual.
* The Student Success Coordinator is often viewed by staff and faculty of the department as a person who has the skills and knowledge to provide academic focused support and retention services. Even though the Coordinator’s main focus is the student, staff and faculty are provided services specific to the success of Indigenous students at Trent University.

**Communication**

Internal:

* Students
* Faculty
* Staff
* Elders
* University officials

External:

* Colleagues from other universities and colleges
* Prospective students and families
* Business representatives
* Social services workers
* Aboriginal community members

**Motor/ Sensory Skills**

* Dexterity - Typing reports and forms
* Sustained concentration - When assessing a student's academic needs many skills are required that require intensity.

**Effort**

Mental:

* Sustained concentration - Job requirement of Academic Advisor/Program Coordinator
* Sustained attention - Projects and Activity Planning
* Problem Solving Skills - Job requires significant problem solving skills, planning, and forethought

**Working Conditions**

Psychological:

* Frustrated students - Required to respond to students experiencing conflict with faculty and/or staff in an advocacy role
* Disgruntled individuals - Engaging with faculty or staff members when facilitating discussion with respect to students concerns