**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 time delivery of strategic retention and academic support services as identified in the MTCU PSET consolidated multi-year plan. Assists the Director in planning and implementation strategies and coordinates with the Durham and Peterborough Cultural Counselors, Enrollment Advisor, and Mentorship Coordinator at Trent Peterborough and Durham Campuses toward ensuring student retention and timely successful completion of the course of study for all Indigenous students.

**Key Activities**

1. Supports student success and retention through intake, academic support assessment and academic planning.
2. Provides personalized one-to-one appointments for Indigenous student academic success planning.
3. Determines appropriate referrals to all Trent student services programs.
4. Assists students with program changes, course registration, and course scheduling.
5. Assists incoming students or potential pre-admission advising.
6. Identifies tutors and coordinates one-on-one, group tutorial and academic supports accommodation.
7. Assists current Trent University students who are applying to graduate school.
8. Organizes and implements culturally relevant programming collaboratively with other First Peoples House of Learning (FPHL) staff.
9. Assists the Director with the reports to AEC, MTCU and Senate.
10. Assists faculty and staff of all departments of studies in the provision of Indigenous student retention support services.
11. Coordinates social events, lectures, workshops, and Traditional teaching sessions as a component of retention and student success services.
12. Works collaboratively with FPHL in the support of recruitment and access for Indigenous students into a wider range of Trent University undergraduate degree programs.
13. Provides student advocacy with respect to student identified concerns about Trent University departments and staff.

**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. Demonstrated knowledge of Indigenous post-secondary transitional issues.
3. Demonstrated interest and knowledge of Indigenous history, language and culture.
4. Excellent cross-cultural communication skills (verbal and written); ability to communicate information in a clear, consistent and courteous manner.
5. Intermediate level computer skills in Microsoft Word and Excel.
6. Outstanding customer service skills.
7. Demonstrated ability to work effectively in diverse team environments.
8. High level of attention to detail, accuracy, and confidentiality required.
9. Demonstrated tact, diplomacy, and objectivity.
10. Proven judgment and discretion in dealing with confidential and sensitive matters.
11. Demonstrated ability to work effectively in diverse team environments.
12. The ability to relate effectively with students from varying social, academic, economic and cultural backgrounds.

**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