#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** International Student Immigration Advisor (ISIA)

**Job Number:** A-422 | VIP: 1682

**Band:** OPSEU- 7

**NOC:** 1221

**Department:** Trent International

**Supervisor Title:** Global Engagement Manager

**Last Reviewed:**  August 17, 2021

#### **Job Purpose:**

Reporting to the Global Engagement Manager, the International Student Immigration Advisor has responsibilities supporting international students at all programs and at both campuses. The ISIA is the primary and expert resource for all international student immigration-related information and advising as well as providing international student support programming at the Durham campus.

Working as a key part of Trent International’s student support programming team, The ISIA will ensure that international student support programming conveys timely, accurate, and accessible information about Study Permits, Visas, working conditions, entry requirements, and all other relevant Canadian immigration policy and regulations. They will provide this support at all stages of an international student’s academic cycle, from pre-arrival through graduation.

The ISIA ensures that international students at all levels of study, including English as a Second Language, Undergraduate, Graduate, and Post-Graduate students, have access to one-on-one advising and regularly scheduled immigration-related workshops and information sessions.

This position is based on the Peterborough campus, however the ISIA will ensure equitable support is provided at Trent’s Durham campus. This will include regularly scheduled advising services and international student programming at the Durham campus.

The ISIA promotes student success and retention by providing outstanding customer service, immigration expertise, and engaging programming.

#### Key Activities:

**Immigration Advising and Support**

1. Provides timely one-on-one advising to students on immigration topics including, but not limited to study permits, work permits, temporary residence Visa applications, co-op work permits, and post-graduation work permits.
2. Assists academic departments, faculty, and staff in interpreting relevant Immigration, Refugees and Citizenship Canada (IRCC) policies and processes, including, but not limited to issues pertaining to hiring international students, developing and supporting co-op and internship placements, and ensuring that university policies and best practices are IRCC regulation compliant.
3. Communicates key immigration information to Trent’s international students, departments, and on-campus partners. This will be done through in-person information sessions and by updating TI’s website, social media, e-newsletter, and other communication channels.
4. Advocates for students, when required, liaising with government departments on difficult individual student cases.
5. Advises on international and external bursaries and scholarships, including emergency funds, or other means of student assistance.
6. Ensures fulfillment and submission of IRCC’s Designated Learning Institution’s Compliance Reports, working with Institutional Reporting, Trent’s Registrar, and Trent International staff, to verify students’ enrollment status as required.
7. Fulfills immigration-related letter requests: Verification of Enrollment, Degree Completion, etc.
8. Assesses Tuition Fee Status Change Request eligibility and communicates decisions with Student Accounts and the Office of the Registrar.
9. Collaborates, reviews and advises on pan-university supports for international students with cross-campus partners Suggests ways to improve efficiency, efficacy, and student satisfaction.
10. Assists in the maintenance and monitoring of a list of domestic students abroad and offers advice on travel issues, advisories, required visas, etc.

**Orientation and Student Support Programming**

1. Analyzes, revises and co-plans orientation and other programming for international students.
2. Consults, reviews and integrates feedback from previous orientations and research regarding other universities’ immigration advising practices. Develops and updates Trent’s orientation program, as appropriate.
3. Develops learning objectives, lesson plans and assembles materials for implementation of future orientation and student programming sessions.
4. Develops and hosts engaging and innovative workshops and digital media content that conveys relevant immigration information.
5. Provides leadership within Trent International for orientation programming and immigration support.
6. Supports the hiring and training of a team of student volunteers to implement orientation programming.
7. Works collaboratively with all sectors of the university and the external community to develop, integrate and systematize international immigration support.

**Other tasks as required**

#### Education Required:

1. Undergraduate Degree 4-year
2. Successful completion of Immigration Consultants of Canada Regulatory Council-approved education program (eg. International Students and Immigration Education Program (ISIEP))
3. Certification or pending certification as an Immigration Professional (Regulated Canadian Immigration Consultant (RCIC) or Regulated International Student Immigration Advisor (RISIA)).

#### Experience/Qualifications Required:

1. Minimum two years international student support
2. Fluency in a language other than English or French is strongly preferred
3. Outstanding customer service skills
4. Outstanding teaching/presentation skills and experience; experience integrating learning strategies and objectives for a broad spectrum of learners
5. Demonstrated experience with cross-cultural communication skills in an educational setting
6. Experience living abroad and/or studying abroad
7. Demonstrated proficiency with MS Office suite of programs (Word, PowerPoint, Excel), as well as web-based communications and social networking tools for advising/teaching, and with Datatel, Clockwork, ORBIS systems
8. Demonstrated proficiency communicating via social media platforms in a professional context (Facebook, Instagram, Snapchat, etc.)
9. Demonstrated ability to work effectively in diverse team environments
10. Experience/familiarity with Trent International and the broader Trent community preferred
11. Must be able to work evenings and weekends on occasion

#### Supervision:

* Supervise and direct the activities of student employees and volunteers