HUMAN RESOURCES
SIMON FRASER UNIVERSITY
TEMPORARY
ADMINISTRATIVE & PROFESSIONAL STAFF
POSITION DESCRIPTION

A. IDENTIFICATION

Position Number: 118958

Position Title: Coordinator, Refugee and New Canadian Support Programs
Department: International Services for Students (ISS), Student Services
Position Reports To (Title): Director, International Services for Students
Description Prepared by: April 5, 2016

B. POSITION SUMMARY

Briefly describe the primary function and purpose of the position in one or two sentences.

Reporting to the Director, International Services for Students (ISS), the Coordinator, Refugee and New Canadian Support Programs plans, develops, and implements university-wide programs and initiatives to support refugee and new Canadian student programming at SFU. The incumbent collaborates with and provides leadership to Student Services and other institutional colleagues in the development and implementation of strategies to support student-facing refugee engagement initiatives, enrich the overall new Canadian student experience and to foster strong relationships between students, their organizations and clubs, faculties, alumni, the university, service providers and settlement agencies, and the community at large. In collaboration with the Coordinator, Intercultural Engagement, the incumbent is also responsible for organizing intercultural training opportunities to build capacity amongst SFU students, staff and faculty. Coordinating with key service providers, the incumbent is also responsible for the development and delivery of initiatives to support and retain a growing number of refugee and new Canadian students with discrete and multi-faceted needs and concerns. The Coordinator recruits, trains, and supervises student volunteers and co-op students. The incumbent provides mentoring, guidance, and support to the World University Service of Canada (WUSC) local committee. As part of this role, the Coordinator may also be involved in coordinating and/or developing program advertisements and publicity; participating in the planning and organization of events and conferences; and liaising with administrative and academic personnel, community members, and external organization personnel. The Coordinator ensures timely website updates and provides accurate information to the community regarding refugee and new Canadian initiatives, programs, events, awards, and/or workshops.

C. DUTIES AND RESPONSIBILITIES

Description
**Refugee and New Canadian Programming (55%)**

Working in collaboration with Student Service and other institutional colleagues, plans, develops, and implements innovative, responsive and professional programs and services to support and retain the growing numbers of refugee and new Canadian students with discrete and multi-faceted needs and concerns.

Coordinating with key service providers, develops and implements strategies to support student-facing refugee engagement initiatives, enrich the overall refugee student experience and foster strong relationships between students, their organizations and clubs, faculties, alumni, the University, service providers and settlement agencies, and the community at large.

In collaboration with the Coordinator, Intercultural Student Engagement, fosters student transition, engagement, development and retention by planning and participating in the design and development of new interculturally-focused programs, as well as promoting, attending, and/or coordinating existing intercultural programs and events.

In collaboration with the International Student Advising and Programs team at ISS, provides leadership in the development and implementation of strategies to enrich the refugee and new Canadian student experience.

Provides mentoring, guidance, and support to the WUSC local committee. Provides support to student clubs, associations, and activities which raise awareness of international development issues.

Guides the WUSC Local Committee, advising executive members on university policies, regulations, and procedures. Facilitates meetings and provides resources and referrals where appropriate to support the activities of this group.

Assists with the recruitment, interviews, selection, training, and supervision of WUSC local committee members and other volunteers to ensure projects and programs are administered to the highest standards.

In collaboration with the Coordinator, Intercultural Engagement, develops and delivers workshops and seminars on refugee and new Canadian related issues and organizes intercultural training to build capacity amongst students, staff and faculty.

Researches and promotes refugee scholarships and awards by advertising opportunities. Replies to queries regarding scholarships or transfers them to the appropriate personnel for response.

Coordinates and/or develops program advertisements and publicity; participates in the planning and organization of events and conferences; and liaises with administrative and academic personnel, community members, and external organization personnel.

Evaluates and reports on the success of refugee and new Canadian student engagement, development, and retention activities and provides recommendations for improvement. Refers students to appropriate resources and suggests means of bridging gaps in existing services.

Participates on ISS and Student Services committees to provide information and contribute to discussions and decision-making by conducting research and preparing materials and reports for review.
Communication and Outreach (30%)

Creates and ensures timely updates to the ISS website to provide accurate information to students, staff, and the community at large regarding refugee and new Canadian programs and initiatives using desktop publishing/graphics editing and web-based presentation applications.

In collaboration with SFU Advancement, builds and leverages strategic collaborative relationships both internally and externally to maximize the opportunities for fundraising efforts.

Establishes and maintains relationships with Student Services units, SFU Faculty representatives, and external organizations. Liaises with Student Services units to implement programs and projects that benefit and enhance the refugee and new Canadian student experience.

Participates on ad hoc and standing internal and external committees by request, providing advice and input that supports the activities and interests of ISS’ and Student Services’ refugee and new Canadian programming.

Liaises with internal and external partners to administer and publicize conferences, academic competitions, scholarships, and awards that benefit refugee and new Canadians and the university.

Budget and Administration (15%)

Develops a financial plan and establishes benchmarks around the budget allocated to refugee and special student population engagement. Continually assesses the budget allocation and benchmarks to ensure budget is in line with strategic plans.

Researches and identifies funding sources and prepares and submits applications for funding.

Prepares a semi-annual report for the Director, ISS by maintaining a diary of all activities and events held during the year, statistics, feedback received, etc.

Recommends plans and associated budget for the coming year for consideration by the Director, ISS.

D. DECISION MAKING

i) Give some typical examples of the most important decisions the incumbent is expected to make in carrying out the duties and responsibilities of the position. To what extent can the incumbent rely on established policies or advice from others in making these decisions?

Makes decisions when:

Working in collaboration with the SFU Refugee Working Group and International Services for Students, makes decisions concerning the planning, development, and delivery of university-wide programs and initiatives to support student-facing refugee engagement initiatives.

Working in collaboration with the Director, International Services for Students, makes data-informed and needs-based decisions concerning the planning, development and implementation of appropriate programming and supports in order to enrich the refugee and new Canadian student experience.
Fostering student transition, engagement, development, and retention by planning and participating in the design and development of new interculturally focused programs.

Evaluating and reporting on the success of refugee and new Canadian student engagement, development, and retention activities and providing recommendations for improvement.

Recruiting, training, and supervising volunteers and student staff supporting student program activities.

ii) Give some examples of the types of decisions the incumbent would refer to his/her supervisor.

Situations beyond the scope of existing policies and procedures; serious student problems; when to participate in external recruitment visits; final approval of programming, resource commitments, and presentation materials.

Strategic priorities and goals for student development programs pertaining to Student Services and ISS.

Significant or sensitive media-related issues that would potentially affect the positive image of Student Services, ISS, and/or the University.

Fundamental changes in approved budgets/spending plans and initiatives.

Decisions regarding university policy.

Any decision that presents the likelihood of significant, political, diplomatic or financial consequences to the university or its public reputation.

E. SUPERVISION EXERCISED

*Note: The position recruits, trains and supervises the work of volunteers and student staff supporting student program activities.

F. SUPERVISION RECEIVED

G. UNUSUAL WORKING CONDITIONS

Required to work outside of normal office hours (e.g., early mornings, evenings, and weekends) due to the scheduling of events. Occasionally travel within the lower mainland will be required.
H. ENTRANCE QUALIFICATIONS

*What combination of experience, training and/or formal education do you believe is the minimum required to perform the duties of this position?*

Undergraduate degree and three years related experience in international/community development, intercultural student engagement, retention, and community outreach, or an equivalent combination of education, training, and experience.

Good knowledge of research related to the refugee and newcomer student experience, intercultural student engagement strategies and retention, and community outreach.

Excellent organizational, analytical reasoning, problem-solving, and conflict management skills.

Excellent budget administration skills.

Excellent interpersonal, communication (both oral and written) and presentation skills.

Ability to develop and facilitate student-related workshops/programs/events, and training sessions and to work with students in a leadership and/or coaching capacity.

Ability to establish new relationships with students, staff, and external sponsors and organizations.

Ability to exercise mature judgment, initiative, diplomacy, and tact.

Ability to interpret and apply policies.

Proficient in the use of word processing, database, web-based, and spreadsheet software applications.

Proficient in the use of desktop publishing/graphics editing and web-based presentation applications (e.g., Adobe PhotoShop, In Design, Illustrator, and Prezi).

Proficient in the use of student information systems and software applications (e.g., PeopleSoft).

Ability to work flexible hours (e.g., early mornings, evenings, and weekends).

Ability to arrange suitable transportation and to work at multiple campuses and various work locations.
I. **ORGANIZATIONAL RELATIONSHIPS**
*Indicate in the appropriate blocks the title of the position to which this position reports and the titles of positions reporting directly to it. If more detail is required, add additional blocks.*

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Director, International Services for Students

Coordinator, Refugee and New Canadian Support Programs
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J. **APPROVALS**

Signature: ___________________________  Date: ___________________________

Supervisor's Signature: ___________________________  Date: ___________________________

Signature of Next Administrative Level: ___________________________  Date: ___________________________