SIMON FRASER UNIVERSITY
ADMINISTRATIVE & PROFESSIONAL
JOB DESCRIPTION

Position Title: Coordinator, Indigenous Student Life
Department: Indigenous Student Centre
Reports to: Director, Indigenous Student Centre
Employee Group: APSA

Position #: 0000044
Reports to (pos #): 00001570
Grade: 008

POSITION SUMMARY

The Coordinator, Indigenous Student Life is responsible for the student development, engagement, mentorship, leadership and academic support programs, services, events and workshops that support and promote the transition, retention and academic success of Indigenous students at Simon Fraser University. The Coordinator develops and implements Indigenous student support programs to ensure culturally appropriate programs are delivered and meet institutional student development learning objectives. The Coordinator plans and coordinates events, manages the communication plan and marketing of programming and services, and ensures the Indigenous Student Centre’s (ISC) facility and Student Lab are maintained.

DUTIES AND RESPONSIBILITIES

1. **Responsible for the development and implementation of student support programs by:**
   - conceptualizing, designing, delivering and evaluating holistic student development, engagement, mentorship, leadership and academic support programs, services, events and workshops for Indigenous students, supporting their transition and retention. Collaborates with all ISC staff members to ensure appropriate scheduling for all student programming.
   - determining instructional models and program design; developing and modifying learning outcomes; developing curricular content in collaboration with other subject-matter experts; and aligning assessments with learning outcomes.
   - managing all student support workshops, including program instruction and delivery to students, as well as hiring, educating, assessing, and managing program instructors, and providing final reports and evaluations. Participates in the recruitment of facilitators; plans and coordinates workshops; and prepares reports to evaluate successes and identify areas of improvement submitted to the Director, Indigenous Student Centre.
   - collaborating with all areas of the university community and external community partners in the development and delivery of relevant, respectful, reciprocal and responsible Indigenous student support programs and services focused on transition and retention.
   - acting as a liaison between Indigenous students, other units of Student Services and external Indigenous communities.
   - providing students with information on off-campus support and resources as required and providing support in the administration of band/agencies sponsorship.
   - administering, managing and providing final reports and evaluations of student support programs funded by external resources (e.g. Ministry of Advanced Education) such as the Aboriginal Emergency Assistance Fund.
   - researching and analyzing data from students, the First Nations Students Association and Institutional Research and Planning by conducting surveys to identify whether programs offered are relevant, and to assist in the identification of respectful, responsible and reciprocal service needs. Provides recommendations to the Director for changes in and/or new programs and services offered to meet changing student needs.
   - providing support for the First Nations Students Association and/or other SFU student organizations when invited to inform executive members, attending meetings, and providing resources and referrals where appropriate to support the activities of these groups related to the facilitation of Indigenous student success.
   - representing the Indigenous Student Centre on university committees as assigned by the Director, to ensure positive community engagement with all internal and external community partners and cultural experts identified.
   - Monitoring and managing program and event budgets; participating in the budget development process; preparing cost projections; tracking expenditures according to parameters set by the Director; reconciling expenditures to monthly commitment reports; and preparing periodic status reports.

2. **Coordinates events for student participation and promotes the Indigenous Student Centre by:**
   - planning and coordinating events for Indigenous students (e.g. Indigenous Student Welcoming events, the Indigenous Honoring ceremony for graduands, community building events).
   - developing and implementing the communication plan and marketing of programming and services to Indigenous students, faculty and staff to promote the ISC and the programs and services offered
   - managing the website and social media channels.
   - designing and developing communication and marketing materials for online and print media and participating in promotional activities.
3. **Coordinates the day-to-day activities of the ISC Facility and Student Lab by:**
   - managing and maintaining staff and student computers, printers and software.
   - coordinating the selection, acquisition, and maintenance of software, hardware, and office equipment.
   - keeping abreast of new and enhanced software releases that may improve administrative processing and student experience. Liaises with IT Services, Procurement Services and other vendors to ensure efficient business and student environments are maintained.
   - testing new and updated software and equipment.

**IMPACT OF DECISION MAKING**

The Coordinator, Indigenous Student Life is responsible for:
   - determining the format and delivery of holistic student success programs, including the development and modification of the curriculum
   - coordinating the hiring, training, and evaluation of instructors
   - determining student development programs, events and services for recommendation that will promote and support the successful transition, retention and academic success of Indigenous students at SFU.
   - managing budgets according to parameters agreed upon with the Director.
   - makes decisions to ensure appropriate student support referrals for workshops are provided.
   - decisions pertaining to the design, marketing, communication and scheduling of events, activities and programs
   - decisions pertaining to a student’s situation based on a thorough understanding of the relevant policies and/or regulations applicable to the situation.
   - decisions based on assessments of students’ emotional state. Certain cases will require referral to Health and Counselling Services and Career Services.

**RELATIONSHIPS**

Establishes and maintains relationships with peers and contacts with access to information and to key business partners. Shares information and advice on how to get things done and who to involve.

**QUALIFICATIONS**

Bachelors’s degree in Arts or Education and three years of related experience designing and managing Indigenous support programs and services at a post-secondary institution, or an equivalent combination of education, training, and experience.

Excellent knowledge of Indigenous secondary and post-secondary education issues.

Excellent knowledge of Indigenous cultures and traditions.

Excellent knowledge of best practices in program development, implementation, evaluation and course development and delivery.

Excellent knowledge of communication, promotion, and marketing principles, practices and strategies using print and electronic media, including social media applications.

Excellent knowledge of website development, content management systems, social media dashboards, and web analytics tools (i.e. Google Analytics).

Good knowledge of administrative processes, systems, principles and practices in a post-secondary educational environment.

Excellent planning, organizational, research, multi-tasking, analytical, problem-solving and conflict management skills.

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

Excellent budget administration and human resource management skills.

Excellent event planning and management skills.

Ability to establish and maintain effective working relationships with students, faculty, staff, administrators and community partners to balance the multiple interests of the Indigenous community.

Ability to exercise cultural sensitivity when dealing with members of the Indigenous community.

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

Ability to interpret and apply policies.

Ability to make sound judgments and careful evaluations of alternatives in the absence of specific policies.

Ability to handle confidential and sensitive information with discretion, maintain strict confidentiality and exercise initiative, diplomacy, tact and mature judgment.

Ability to draft procedures and reports.

Initial Effective Date: 2008/04/16

Latest Revision Date: 2017/11/20
Ability to arrange suitable transportation to various work locations.
Proficient in the use of standard office applications, desktop publishing and web development applications, and enterprise level information systems (e.g., MS Office, PeopleSoft, Adobe Creative Suite, Dreamweaver).