A. IDENTIFICATION

Position Number: 101701

Position Title: Instructional Coordinator

Name of Employee:

Department: English Language and Culture Program, Lifelong Learning

Position Reports To (Title): Director, English Language and Culture (ELC)

Description Prepared by: Date: July 03, 2012

B. POSITION SUMMARY

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

The Instructional Coordinator is responsible for the smooth functioning of the instructional activities of the non-degree programs offered through the English Language and Culture program. English Language and Culture programs are offered in collaboration with university faculties, centres, and departments, and with business, all levels of government, private and public sector agencies, and community and non-government organizations. The Instructional Coordinator is responsible for the management of new and on-going programs from an instructional vantage point and is expected to demonstrate professional judgment and skills with respect to the evaluation and development of instructional practice. The incumbent of the position works closely with the Program Coordinator and is required to work effectively with faculty, students, members of the community, all levels of government, and Lifelong Learning colleagues.

C. DUTIES AND RESPONSIBILITIES

Starting with those you consider the most important, list and describe the main duties and responsibilities of the position. For each item start with an action verb and briefly describe WHAT is done, HOW it is done and WHY it is done.

Indicate in the right hand column the percentage of time spent on each particular task.

<table>
<thead>
<tr>
<th>Description</th>
<th>% of Time</th>
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<tr>
<td>Instructional Support</td>
<td>70%</td>
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<tr>
<td>- In consultation with the Program Director, determines the allocation of instructional resources for all program offerings, including determining teaching assignments and scheduling.</td>
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<td>- Manages instructors to ensure that everyone is on the same page with respect to curriculum, administrative policies and procedures, and collective agreement(s). Reviews suggestions from instructors regarding curriculum and instruction-related policies and makes recommendations to Program Director. Meets with instructors to address concerns and resolve problems. Collaborates with Program Director and/or Program Coordinator to resolve more serious issues.</td>
<td>70%</td>
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• Conducts orientation and training sessions for new instructors and professional development workshops for all instructors. Manages requests for professional development opportunities. In consultation with the Director determines which of these applications will be approved. Responsible for keeping abreast of current practice in English language instruction in regards to curriculum, testing, inter-cultural communication, etc.

• Evaluates and records instructor performance based on an assessment of student feedback, classroom observations, and the satisfactory completion of assigned administrative duties. Addresses performance concerns by meeting with the instructor in question and attempting to resolve the problem. Refers more serious performance issues to the Director.

• Oversees various administrative systems used to track instructor performance of administrative duties. Ensures that policies and procedures adhere to relevant articles contained in the TSSU collective agreement.

• Establishes and oversees a substitute teaching list. Arranges for substitute instructors in the event of illness or other unexpected absences. Analyzes sick time and class cancellation statistics and follows up on patterns of absence with instructors on a semesterly basis. Refers more serious performance issues to the Director.

• Ensures operational requirements regarding testing and submission of grades and evaluations are communicated to instructors. Monitors the adherence of these deadlines to identify patterns of performance and follows up with instructors as required. Refers more serious performance issues to the Director.

• Conducts regular meetings with instructors to address administrative, curriculum, and other program-related concerns. Refers key agenda items to other Coordinators and Program Director for follow-up.

• Reviews, revises and/or updates curricula for all ELC program and course offerings as required in consultation with the Program Director and Program Coordinator. Designs and oversees special assignment projects in consultation with the Director.

• Establishes and chairs staff committees for various operational and curriculum-related purposes. Directs the progress of these committees and refers committee recommendations to other Coordinators and Director on a semesterly basis.

• In collaboration with the Program Coordinator, liaises with a variety of public/private sector institutions, businesses, and organizations to arrange class group field trips; reviews recommendations from
instructors regarding prospective field trips and obtains post-field trip feedback from instructors regarding the quality of chosen destinations. Conducts post-trip follow-up with hosts for the purpose of relationship building and community involvement.

**Program Support**

- Coordinates all aspects of the student entrance and completion testing process by selecting and distributing testing materials with consideration for the level of difficulty and appropriateness of the pieces, assigning instructor invigilators and markers for all tests, and administering and marking entrance tests for latecomers. In consultation with the Program Coordinator, places students in appropriate levels based on test results and/or performance (GPA) and instructor feedback/recommendations. Reviews and updates testing materials and procedures as required.

- In collaboration with the Program Coordinator, reviews logistics of various administrative systems used to track instructor performance of administrative duties. Ensures that appropriate resources, instructional and support staff, and materials are in place; makes changes to said systems as required.

- Facilitates communications and good working relationships with other Continuing Studies units, the university community at large, and community partners to ensure an effective interdisciplinary network.

- Ensures that documents regarding instructor performance are appropriately maintained and referenced such that they may be used in evaluating and assessing instructional staff.

**Miscellaneous**

- Provides class instruction to students as required, on a substitute basis.

- In collaboration with the Program Director, recruits, checks references and hires instructional staff.

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?

In consultation with the Program Director, makes decisions concerning the allocation of instructional resources for program offerings.
Makes decisions concerning the management of instructional staff and the resolution of problems involving instructors.

In consultation with the Program Director, makes decisions regarding instructor evaluation and the development of instructional practices.

Makes decisions regarding administrative systems related to be used in the measurement of instructional performance.

Makes decisions regarding recommendations made to the Program Director with respect to curriculum, administrative policies, and procedures.

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

The Instructional Coordinator is expected to deal with problems that arise but to ensure the Program Director is aware of them, particularly those of a sensitive nature potentially affecting the program outcome or quality. Final decisions regarding the allocation of instructional resources and decisions on curriculum, administrative policies, and procedures, are referred to the Program Director.

**E. SUPERVISION EXERCISED**

*Indicate the number of employees for whom the position is responsible.*

Number of employees reporting directly to the position. 26*

Total number of employees for whom the position has direct responsibility. 26*

*The incumbent of this position supervises, coordinates, and evaluates the work of approximately 26 instructors.

**F. SUPERVISION RECEIVED**

*Describe the extent to which the supervisor determines the day-to-day workload of the position and assists in the completion of duties. Explain the nature of guidance received and how often work is checked or reviewed.*

General direction is provided through regular meetings with the Program Coordinators and Directors.

**G. UNUSUAL WORKING CONDITIONS**

The activities of Lifelong Learning are of such a nature as to be highly visible in the community and, therefore, the Instructional Coordinator’s position has a high degree of visibility with respect to the university and the community.
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?

Master’s degree in education including curriculum development with two years of relevant experience including experience in the English as an Additional Language field and experience supervising staff and instructing in a cross-cultural learning environment, or an equivalent combination of education, training, and experience.

- Good knowledge of university programs, policies, and procedures.
- Good understanding of the evaluation and development of instructional practice.
- Excellent organizational, problem-solving skills.
- Excellent interpersonal, supervisory, and communication skills (oral, written, and presentation).
- Ability to accomplish objectives, set priorities, and organize administrative systems and procedures.
- Ability to work collaboratively with others.
- Ability to exercise initiative and judgment.

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.

J. APPROVALS

Incumbent's
Signature: ___________________________ Date: ___________________________

Supervisor's
Signature: ___________________________ Date: ___________________________

Signature of Next Administrative Level
Signature: ___________________________ Date: ___________________________