#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Student Equity & Success Programs Coordinator

**Job Number:** A-274 | VIP: 1341

**Band:** OPSEU-8

**Department:** Student Affairs

**Supervisor Title:** Manager, Student Affairs

**Last Reviewed:**  November 6, 2023

#### **Job Purpose:**

Reporting to the Manager, Student Affairs, the Student Equity & Success Programs Coordinator is responsible for creating a sense of belonging for students who are demographically at risk of attrition while completing post-secondary education. Through the development and implementation of preventative, early alert and supportive programs, the Student Equity & Success Programs Coordinator fosters an inclusive and supportive infrastructure to enhance student transition and retention at Trent University.

#### Key Activities:

* Creates and implements ongoing programs related to student success and retention, with a specific focus on at-risk demographics, notably first-generation students, students with lower entering averages, mature students (21+ first year students), and students who self-identify as being from marginalized communities and experiences (e.g., 2S & LGBTQ+ student, Black students). These initiatives encompass a spectrum of offerings, including academic mentorship, well-being support, and life-skills development.
* Establishes and maintains supportive communication methods with at-risk students, particularly first-year students (pre- and post- arrival) to inform them of the array of resources available on campus aimed at fostering their personal and academic achievement. Communication methods may include supervising student calling campaigns, participating in online discussion boards, utilizing social media, and maintaining partnerships with other units.
* Provides leadership in the implementation of current and new strategies for improving student retention by assisting with development, promotion and coordination of student success and retention programs offered through the Office of Student Affairs and within other units (e.g., Academic Advisors; Academic Departments; Academic Skills; CareerSpace; Centre for Human Rights, Equity & Accessibility; Centre for Teaching & Learning; Information Technology; Colleges; Registrar’s Office; Recruitment & Admissions; Student Wellness Centre).
* Designs peer-mentorship programming to increase student retention. Hires, trains, and supervises student-staff to provide peer-mentorship and program offerings to students at risk of attrition (e.g., Out on Campus, Black Student Support).
* Coordinates the Bridge Program, a transition program for in-coming students, in collaboration with the Centre for Teaching & Learning to help students establish foundational skills to be successful in their first year at Trent.
* Coordinates the Rebound program, a peer-mentorship student success and transition program that provides students with connections to resources, services and supports beneficial for students completing their first and second year at Trent.
* In collaboration with IT and academic departments, oversees the implementation of early-alert identification tools embedded within learning management systems to forewarn of students at risk of attrition and coordinates the provision of outreach and support.
* Acts as a content expert on the topic of increasing student retention by offering consultation, resources, and training opportunities to campus committees (e.g., Retention Committee), faculty and academic departments, as well as administrative departments. Provides ongoing offerings for staff and faculty within the Academic Skills Toolkit and the Student Support Certificate.
* Tracks at-risk students and their participation in programming. Develops and implements tools for assessing needs, program effectiveness, and outcomes, adjusting as necessary. Collaborates with the Office of Institutional Planning and Analysis to monitor student retention, including the analysis of data related to demographics with higher attrition rates.
* Writes grant proposals and works with the University’s grant writers to help secure funding for student retention programs. Provides reports as required to the Ministry of Colleges and Universities for any applicable grants.
* Other duties related to supporting student success through retention programming as assigned.

#### Education Required:

* Honours University Degree (4 year) is required. Preference will be given to candidates with a graduate degree in a related field such as Higher Education, Social Justice and Equity, or Student Affairs Administration.

#### Experience/Qualifications Required:

* Minimum three (3) years of directly related full-time work experience with university retention programs or within a student affairs role.
* Demonstrated experience showcasing a deep understanding of systemic and personal barriers that equity-deserving students and students within at-risk demographics face in successfully completing their postsecondary education. Strong familiarity with programs and supports to alleviate these barriers.
* Demonstrated experience in hiring, training, and supervising peer mentorship student staff/volunteers.
* Demonstrated ability to perform program assessments and outcomes research, familiarity with data management tools and qualitative and quantitative research methodologies.
* Demonstrated experience working with academic faculty and student services departments to provide student success communications and supportive programming.
* Ability to work flexible hours; must be available to work evenings and weekends as necessary.
* Ability to occasionally travel and work on the Durham Trent University campus.
* Strong interpersonal skills.
* Demonstrated problem solving skills.
* Excellent written and verbal communication skills.
* Excellent organizational skills.
* Ability to work independently with minimal supervision.
* Lived experience as a member of a demographic identity that is historically/statistically at risk of attrition while completing post-secondary education will be an asset.

#### Supervision:

* Supervise and direct the activities of student employees

**Job Evaluation Factors:**

Managers are requested to fill out the section below for job evaluation purposes.

##### Responsibility for the Work of Others

*Direct Responsibility*

*Student Employees*