**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Team Lead, Community & Workplace Partnerships

**Job Number:** A-349

**NOC:** 4166

**Band:** 10

**Department:** Coop, Careers, and Experiential Learning (CCEL)

**Supervisor Title:** Manager, Careers, and Experiential Learning

**Last Reviewed:** November 17, 2020

**Job Purpose**

The Team Lead, Community & Workplace Partnerships for Careerspace, including Trent Community Research Centre is responsible for overseeing the development, planning, implementation and evaluation of effective programming to expand our placement host, potential employer and community-based research partnerships. This position plays a critical role in supporting Trent University’s commitment to providing students with experiential learning (EL) opportunities to apply their education in real-world contexts while they are studying and after graduation. With a focus on experiential learning, this role is responsible for developing relationships with partners in the community and fostering opportunity for Trent students to engage in a meaningful way.

**Key Activities**

*Community Engagement*

* Lead a team of Experiential Learning Coordinators to build and strengthen relationships with stakeholders and partners of strategic importance and identify, foster and maintain relationships with potential and existing employers,
* Participate in the community by attending meetings and events, joining working groups and/or boards and be a representative of the university by developing relationships with community partners and employers,
* Ensure that potential and current community partners have a solid understanding of who our students are and how they can collaborate with our programs or hire our graduates,Work with team to ensure a cohesive approach to partnership development and management, including streamlined and efficient messaging and communication processes,
* Contribute to the development of an annual strategic plan for workplace partnerships and community relations, known as the Employer Recruitment Program (ERP), that will focus on expanding opportunities for experiential learning across all programs as well as hiring of our graduates; this will include an annual plan for outreach to potential partners to coordinate on campus info sessions for students interested in that organization,
* Oversee the planning, execution and promotion of all events related to the ERP, including, but not limited to, employer information sessions (on-campus, virtual and remote), the Career & EL Fair, Graduate and Professional School Expo, Celebration of Research and Community Appreciation,
* Promote all relevant academic and co-curricular programming, as well as student needs and interests to employers and industry contacts as aligned with their needs,
* Oversee the research and analysis of potential employers and recommend student placement opportunities; where necessary, ensure that appropriate contacts in the university are informed,
* Understand the needs of employers by regularly reaching out and ensuring they are aware of the quality and diversity of our student body for hiring during the summer and after graduation,
* Create and oversee the process by which the status of business development initiatives, activities and outcomes can be tracked (through Orbis Outcome)
* Delegate relationship management to team members based on academic subject or industry,

*Experiential Learning Expansion*

* Support and promote experiential learning within the institution and to community partners,
* Remain current in emerging experiential learning theory and practice, such as service learning, work integrated learning, and community-based research,
* Oversee the research and design of experiential learning strategies, policies and procedures,
* Advise faculty and staff of best practices relevant to experiential learning activities,
* Examine and develop, in consultation with partners, ways to streamline and scale up community based research at Trent, while maintaining and enhancing the responsiveness to community needs,
* Work with Trent University Advancement and Community Relations to develop fundraising proposals, grant proposals, and also to identify potential community partners,
* Work with Recruitment, Marketing and Communications to position EL as a key element in the Trent student experience,
* Examine and develop proposals to diversify EL through other opportunities, supported by faculty, academic departments and student services,
* Coordinate the established internal EL Working Group by leading regular meetings with the group to review best practice and emerging trends to continue towards the centralization of policy and process as it relates to EL at Trent.

*Placement Coordination*

* Responsible for ensuring that all placement programs supported through CCEL has an assigned EL Specialist,
* Collaborate with faculty to remain apprised of any placement courses requiring support and ensure that the appropriate strategy is in place for outreach to community partners,
* Support students in seeking and securing untapped opportunities to provide access to a greater range of placement settings,
* Coordinate courses and workshops to support students as they prepare to engage in EL, this will include in class workshops (networking, resume, cover letter, professionalism, ethics etc) and additional workshops or info sessions to ensure students are prepared for entering the workplace or community organization,
* Ensure that the team liaising with colleagues in Careerspace, Academic Advisors, Academic Skills and Student Affairs to ensure that students are referred to appropriate services when and where needed,
* Coordinate all paperwork and agreements with community partners and students to ensure liability and risk is mitigated,
* Oversee the preparation, distribution, receipt and of all assessment forms associated with placements and internships,
* Act as the point person and manage any issues that may arise during the course of an EL opportunity connected to community partnerships,
* Oversee the development and maintenance of a database of all placement sites and community contact through Orbis Outcome,
* Coordinate and advise on all agreements related to placements and internships as well as student insurance; responsible for maintaining an accurate and up to date database of all risk management paperwork for community partners,
* Responsible for coordinating the development and delivery of a UNIV for-credit course that is centered around preparing students for the workplace,
* Consult with university legal counsel and risk management as needed,
* Maintain all records associated with student placements.

*Community-based Research Project Development*

* Work with community agencies and Trent university partners to identify community-based research project partners and research opportunities
* Support Trent staff/faculty in working with community partners to develop research proposals. Key criteria for research proposals include:
  + - Meets demonstrated need for the community partner
    - Has pre-determined expectation with respect to researcher time/capability. Different projects may suit different research models (e.g. individual researcher, class team-based research, longitudinal study, etc.)
    - Meets for-credit academic standards of Trent University, including ethics requirements and applicable research methodology
* Ensure research proposal development minimizes additional work for community agencies and is sensitive to their needs and any organizational limitations they face.
* Track and monitor CBR projects, including check-ins with community agencies, faculty and student researchers.

*Marketing Communications & Reporting*

* Report on all aspects of EL to CCEL and decanal units including summaries and recommendations related to the strategic direction,
* Support communications staff across the University to deliver messaging about the activities and successes of EL,
* Gather information, testimonials and media related resources to tell the story of EL across campus and for prospective students,
* Develop and maintain web resources and marketing pieces, in support of EL initiatives.
* Develop and maintain materials that can be shared with community partners and potential employers and contain information about graduates, testimonials and opportunities to engage,
* Oversee the planning and execution of a series of high impact events (Career & EL Fair, Graduate and Professional School Expo, Celebration of Research, Community Appreciation etc.) community and workplace partners to develop and engage strategic partnerships,
* Contribute to student recruitment by participating in on campus recruitment events (Open House, Tours Plus etc.) as well as represent Careerspace and Trent Community Research Centre at off campus events (Ontario Universities Fair).

*Technology and Administration*

* Oversee all elements of the Orbis Outcome system and delegate responsibility and tasks where and when needed,
* Responsible for understanding the full functionality of all modules within Orbis,
* Oversee all technical concerns relating to the Student Experience Portal (e.g. hardware and software upgrades, research and recommendations on technical purchases, identification of new technologies and software that may be useful to the department, technical project management and support).
* Ensure that the Student Job Board is up to date and that all potential employers (both on and off campus) as well as community partners are aware of the tool and utilize to meet their needs,
* Delegate maintenance of the Student Job Board for posting jobs, determining fraudulent postings, marketing to specific groups on campus and supporting employers with technical needs.
* Oversee the upgrade, roll out and maintenance of the Student Experience Record module in Orbis, this includes ensuring all curricular and co-curricular opportunities are tracked appropriately, maintaining the database on an annual basis and marketing the use of the tool to students, staff and faculty,
* Oversee the following system activities (in consultation with the team):
* configuring system modules
* managing staff account access
* assigning roles and permissions
* trouble shooting technical problems
* ensuring content pages are maintained and accurate
* training staff and students in the use of the system
* coaching employers and staff/faculty in the use of the system
* Ensure all activities and interactions in the Student Experience Portal are managed and tracked. This includes, but is not limited to, maintaining database on recruiter contacts, coordinating mass mailing and e-mail campaigns, approving new registrations, and compiling statistics and reports on Career Centre usage.
* Oversee the collaboration with software developers (external and internal) on the development of required departmental technology. Responsibilities also include testing of applications in development phases, use of reporting tools and resolving major technology issues related to software.

**Education**

Masters degree in Education or a related field required. Experience completing a major research paper/thesis required.

**Experience Required**

* A minimum of three years’ full time experience working in the university environment.
* Demonstrated ability to collaborate with, lead, and motivate a team.
* Knowledge and applied experience with experiential learning theory and practices and university risk management policies.
* A demonstrated understanding of, and commitment to, community development and social change. Demonstrated understanding of the needs and priorities of community organizations, charitable organizations, and other non-governmental organizations, and sensitivity to challenges experienced by these agencies.
* Knowledge of Trent University’s academic programs and principles of community-based research.
* General knowledge of various research methods and an understanding of the expectation for undergraduate community-based research project work.
* Superior verbal and written communication skills, and the ability to interact effectively and constructively with a wide range of stakeholders, including community partners, faculty, staff and students.
* Demonstrated teaching/training experience and knowledge of learner-centred pedagogy.
* Demonstrated experience with curriculum and course development and delivery,
* Well organized, results driven, effective time-management skills and ability to focus on multiple priorities.
* Excellent negotiation and conflict-resolution skills.
* Demonstrated strength in project management, organization, evaluation, and reporting.
* Knowledge of experiential learning theory and practices and university risk management policies.
* Proven track record of productive community agency relationship development resulting in quantifiable outcomes.
* Ability to work independently.
* Must hold a valid Ontario (or equivalent) Driver’s License – Class ‘G’ minimum
* Able to be flexible with working hours and travel outside of Peterborough on a regular basis.

**Direct Responsibility**

* Student Employees
* Graduate Teaching Assistants
* Academic Assistants

**Indirect Responsibility**

* Student Experience Coordinators
* Operations Administrator
* CCEL Project Associate