**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Co-ordinator,Student Transition and Events

**Job Number:** A-432 | VIP: 1700

**NOC:** 1221

**Band:** 8

**Department:** Student Affairs, Trent University Durham GTA

**Supervisor Title:** Director, Student Affairs, Trent University Durham GTA

**Last Reviewed:** November 16, 2021

**Job Purpose**

The Co-ordinator, Student Transition and Events under the direction of the Manager of Student Affairs Durham creates, organizes, promotes, and administers transitional programming, including orientation, summer kick-start, new student experience at Trent University Durham GTA.

The Co-ordinator, Student Transition and Events, is responsible for the development, oversight and evaluation of programs for students to foster successful transitions, and personal development that enhances the student experience, engagement and retention.

The Co-ordinator, Student Transition and Events will take a lead role in event organization, promotion and risk assessment.

The Co-ordinator, Student Life plays a central role in student staff, leader, and volunteer training and development.

**Key Activities**

***Orientation and Transitional Programming:***

1. Takes the lead role in Orientation programming on campus, virtual and in-person, including academic, social and transitional activities. This may include but is not limited to Fall Orientation Week, Summer and Winter Orientation.
2. 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, college transfer students, older students, and students who self-identify as being from marginalized communities and experiences. Hires, trains, and supervises student staff to provide mentorship, programming and outreach to new students at risk. Develops and implements peer-support programming to target at-risk students.
3. Supervises and coordinates the summer online orientation program, Summer Connect, which puts all new Trent students into Groups led by orientation leaders.
4. Works with other University departments and Student Affairs staff on targeted orientation and transition programming for less-connected students and students on the margins, including Off-Campus, Mature and Transfer students.
5. Establishes and maintains supportive communication with at-risk students, particularly those in first year (pre- and post-arrival) which can include supervising student calling campaigns, online discussion boards, social media, and partnership with recruiting, academic skills, academic departments, and college communications.
6. Regular meetings with Recruitment & Admissions, First Peoples House of Learning, the Trent Durham Students Association, Food Services, Housing, Student Affairs and academic departments in order to maintain a unified message, schedule, programs and activities to all new students.
7. Liaises with internal departments and services to maintain a unified message, schedule, programs and activities for all new students.
8. Develops Orientation Leader Captain selection criteria and oversees the process of appointing captains including the creating a selection committee which includes the Orientation Assistant and TDSA Vice President of Campus Life.
9. Prepares all aspects of the orientation leader and volunteer recruitment including the preparation of a marketing campaign, registration process, information session, and referrals from the campus community.
10. Co-ordinates program bookings for all Orientation events including guest speakers, workshop facilitators, facilities and equipment for student activities.
11. Promotes all orientation events.
12. *First Year Certificate:* Designs, implements, and coordinates a First-Year Certificate workshops series and curriculum specific to the academic, intrapersonal, and interpersonal developmental needs of direct from high school, transfer, under-represented demographics or students on the margins and mature students.
13. Chairs the Orientation committee including providing all meeting materials and follows up on Action Items from committee members.
14. Develops and/or supports other new student transition programming as required, in conjunction with Student Affairs staff.

***Events planning and promotion:***

1. Take a lead on the planning, coordinating and executing events, including virtual events, held at the Trent University Durham GTA campus. Working with event organizers and coordinating with University stakeholders to ensure that all events are overseen and staffed appropriately.
2. Coordinate or assist with internal events, such as graduation dinner, convocation, recruitment events, alumni events and public lectures.
3. Assist with event bookings and communicates with all stakeholders to ensure facilities are prepared appropriately and that protocols are followed.
4. Manage the payment process, including negotiation of rates (for-profit vs. not-for profit) and payment deposits for each external event.
5. Posts event information to University events calendar and maintains internal events calendar.
6. Creates event checklist and risk management instructions to share with event organizers.

**Risk Assessment:**

1. Oversees the risk assessment process for all student run events throughout the year, which requires knowledge on the risk management process, the use of waivers for student events, and providing direction to student leaders as they organize and prepare their activities and events.
2. Meets regularly with clubs, groups, and student organizations to provide direction as they develop their activities and events and keeping safety and security of all students and attendees as the main prerogative.
3. Communicates regularly with Risk Management, Security, Food Services, the Trent Durham Student Association, Room Bookings, Communications, and campus partners to provide them information about campus events.
4. Reviews and approves/denies event submissions providing detailed replies to groups to ensure their activities and events are secure and safe.
5. Runs training sessions for clubs, groups, and student governments on the risk assessment and event approval process.

***Training/Presentations:***

1. Develops and implements training for orientation leaders and orientation staff (volunteer) ensuring that core competencies such as inclusivity, conflict resolution, risk management, referrals and emergency response are included.
2. Works closely with the student staff and appropriate university departments to update and develop presentations for summer orientation for new students and parents.
3. Develops other training sessions and workshops for incoming students as required, in conjunction with student affairs and/or support staff. Such training can include bystander intervention, sexual assault prevention, safeTALK, alcohol/drug awareness etc.

**Resource Development:**

1. Develops print and online orientation transition resources in co-operation with all contributing departments.
2. Develops and regularly updates the training manual which is provided to all orientation leaders and captains.

**Evaluation and Assessment:**

1. Develops and manages the orientation budget of over $50,000 each year.
2. Presents the budget yearly to the orientation sub-committee and Durham CASSC.
3. Completes follow-up consultation, review and evaluation including tracking participant information and drafting a yearly report for all programming (October) to the Manager, Student Affairs. This includes developing/distributing surveys, and compiling and analyzing data.
4. Files reports with the Manager on all activities and survey outcomes and participates in the post-Orientation wrap-up.

***Supervision:***

1. Seeks out opportunities to enhance diversity, equality and inclusion amongst the student staff.
2. Hires, trains and supervises student staff members for Orientation, transition programs and events.
3. Supervises orientation leaders and captains who communicate with students during the summer months, and run activities and programs during Orientation.
4. Conduct regular evaluations of staff that ensures opportunities for student input and feedback and for staff development and performance management.

***Communications & Media:***

1. Working closely with Durham campus student affairs staff, ensure all relevant Durham campus student affairs webpages are up-to-date year-round.
2. Establishes communication plans for student, staff, and faculty to keep all stakeholders up-to-date on campus activities and encourage involvement.
3. Maintains aspects of the social media platforms (e.g. Facebook, twitter) related to programming with relevant and timely information, including important dates, event information, updates, and photographs.
4. Develops print and online orientation transition resources for Orientation events in co-operation with all contributing departments.
5. Develops and regularly updates the Orientation Manual, provided to all orientation leaders and staff/faculty/volunteers.

***Other Duties:***

1. Must be able to work weekends, evenings and overnights during, but not limited to on-call residence support on a rotation basis, orientations, recruitment events, and other university sponsored activities.
2. Maintains discretion and confidentiality concerning files, sensitive issues, meetings, and interviews.
3. Participates in departmental and other university committees, as required.
4. Other duties related to the Student Affairs programs and the effective implementation of safe, fun and educational orientation and transition programming.
5. 5% other duties as assigned.

**Education**

Honours undergraduate degree required.

**Experience Required**

1. At least three years full-time experience in university student life programming, student support programming, student staff supervision.
2. Excellent interpersonal skills and written/spoken communication skills, tact, patience, and active listening skills. Excellent presentation skills and experience in developing and presenting programs related to a range of student academic and student life issues, including potentially sensitive issues such as sexual assault prevention, alcohol/drug awareness, suicide prevention, etc.
3. Deep understanding of systemic and personal barriers that under-represented and at-risk demographics of students face in accessing and pursuing postsecondary education. Strong familiarity with programs and supports to alleviate these barriers.
4. Familiarity with current research and best practices in co-curricular engagement, student retention, and student development. Demonstrated experience in student leader training and support, including supporting independent and autonomous student leadership. Demonstrated experience in supporting students in distress or in crisis, including appropriate referrals and follow-up.
5. Multicultural awareness, strong background in equity issues, ability to engage students, faculty, staff and alumni from a diverse range of demographics.
6. Excellent knowledge of the Microsoft Office Suite, web editing, and social media. Strong virtual communication skills. Experience and ability to design and produce online resources an asset.
7. An understanding of risk management protocol and event risk assessment.
8. Understanding of Freedom of Information and Protection of Privacy Act and its implementation.
9. Demonstrated understanding of university structures and decision-making.
10. Understanding of budgets, financial planning, and financial management.
11. Experience with research and assessment of student programming, student retention and student success.
12. High degree of enthusiasm, efficiency and organization.
13. Demonstrated ability to maintain confidentiality.
14. Some evening and weekend work required.
15. Must be able to lift and carry up to 20 kg
16. Must be available for on-call residence support on a rotation basis