#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Co-op Coordinator

**Job Number:** A-484 | VIP: 1947

**Band:** OPSEU-9

**Department:** Co-op, Careers & Experiential Learning

**Supervisor Title:** Manager, Work-Integrated Learning

**Last Reviewed:**  June 5, 2024

#### **Job Purpose:**

Under the supervision of the Manager, Work-Integrated Learning, the Co-op Coordinator contributes to the success of multiple co-op programs by providing superior service to both co-op students and employers. This role is instrumental in the career development preparation of co-op students and in generating co-op work term opportunities through the development of new relationships with community partners and fostering of existing relationships. This position is responsible for coordinating the day-to-day administration of the co-op programs and maximizing the opportunities for co-op students.

#### Key Activities:

##### Co-op Student Guidance & Support

* Guide, support, and advise students throughout their co-op program and through each recruitment cycle.
* Advise co-op students on topics including co-op progression, career exploration, job search strategies, resumes, cover letters, interview preparation, labour market information, and LinkedIn through individual appointments.
* Monitor co-op progression requirements each term (CGPA, number of registered credits each term) for every co-op student and keep students on track through individual appointments and consistent communication.
* Develop, plan, and deliver co-op information sessions and events for co-op students, providing relevant co-op materials, work term information, social networking opportunities, and co-op bursary information to build a strong community for co-op students.
* Manage resources and share information through secure communication channels for co-op students to ensure they are aware of institutional deadlines and development opportunities. (i.e. Maintain and update the co-op website, manage the Co-op Teams channel, manage the secure Co-op SharePoint site).
* Advise students that are at risk of being removed or unsuccessful in the co-op program on the appropriate next steps to transfer into a different stream.

##### Relationship Management & Communication

* Internal Relationships:
  + Build and maintain relationships with various on-campus departments to ensure that processes are in place to support co-op student success (Student Accessibility Services, Student Affairs, Colleges, Academic Advising, Academic Skills, First Peoples House of Learning, Equity & Human Rights Office, Consent at Trent, Housing).
  + Create and update the Co-op Course Maps each year to provide students with information on degree requirements in line with the co-op work term schedule, and in partnership with Academic Advising.
  + Liaise with Academic Advising to answer their co-op questions and ensure students are on track with their academic programs.
  + Refer students to Trent International for support with co-op work permits and for study abroad inquiries.
  + Liaise with Housing to provide information for summer residence spaces at both the Peterborough and Durham GTA campus for co-op students.
  + Provide regular updates to Department Chairs and Program Coordinators to keep faculty informed on the progress of the co-op programs.
* External Relationships:
  + Research, develop, and implement a marketing strategy to increase the number of work term opportunities.
  + Determine and prepare appropriate presentations for employers, including both formal boardroom and individual one-on-one meetings. Develop workshops, promotional material, and forms; organize multimedia presentations and displays.
  + Build effective relationships with new and current employer clients through personal, proactive, and responsive service.
  + Maintain employer information and track communications using the Experiential Learning System.
  + Assist in the development of procedures to outline partnership requirements and student/employer responsibilities in line with CEWIL accreditation criteria.
  + Develop and maintain work term documentation with co-op employers.
  + Establish and maintain linkages with assigned professional associations for networking and professional development.
  + Consider all Trent programs and departments when meeting with community partners and communicate opportunities to relevant staff where necessary.
  + Research, understand and present funding opportunities to employers to support them in offsetting costs to hiring a co-op student.

##### Work Term Development & Coordination

* Pre-Work Term:
  + Utilize the Co-op Module on the Student Experience Portal (Orbis Communications) to ensure efficient processing of co-op students. Continually investigate and implement best practices for effective administration of co-op programing.
  + Develop, plan, and implement events, workshops, and one-on-one appointments with students and potential employers to facilitate the student hiring process.
  + Guide, counsel, and monitor co-students’ job search strategies, job applications, and career decision making through individual appointments.
  + Advise employers on recruiting strategies and guidelines. Ensure ethical recruiting practices and support with coordinating employment offers as needed.
  + Ensure students are prepared for the work term by developing and implementing preparatory activities, which cover topics such as resumes, cover letters, job search, interviews, career planning, report writing, and workplace professionalism.
  + Review, provide feedback, and approve students’ Work Term Records, and review student work term documentation on the Student Experience Portal.
  + Connect with Records to enroll students in their work term courses.
* During Work Term:
  + Ensure quality of work term opportunities:
    - Conduct meetings with individual students and their managers to monitor the quality of positions and satisfaction of both parties.
    - Assist in the development of policies and procedures to outline partnership requirements and student/employer responsibilities.
    - Support employers with developing job descriptions and approve them according to work term requirements prior to posting. Provide mediation and guidance to students and employers to resolve issues such as performance problems, inappropriate job responsibilities, and interpersonal conflicts. Investigate terminations and provide students with guidance about the appeal process when their performance has been deemed unsatisfactory.

##### Co-op Assistance Program

* Manage the Co-op Assistance Program by opening and closing the myTrent portal form each term, reviewing student applications and co-op eligibility.
* Connect with Financial Aid to verify students’ financial need and issue the bursary to the successful recipients each term.
* Notify successful applicants of their receipt of the bursary and provide instructions on how to request an EFT.

##### Co-op Courses

* Assist with the initial planning and design of the co-op courses. The courses will instruct co-op students on the overall co-op process, including assisting with resumes, interviews, job search strategies, self-reflection during work terms, and career planning and self-marketing post final work terms.
* Continually review and research best practices in providing co-op students with the knowledge and understanding of the program to ensure they are prepared for the co-op process and the self-reflection required to be successful.
* Advise students that are unsuccessful in the co-op courses on the appropriate next steps to transfer into a different stream.

##### Additional Responsibilities

* Represent Careerspace at various institutional events including, but not limited to, Open House, Ontario University Fair, Orientation, general awareness events, etc.
* Participate in Careerspace led events including, but not limited to, Grad Expo, Volunteer Expo, Career Expo, etc.
* Assist with the development of Careerspace materials
* Participate in the planning, development, and execution of the Careerspace strategic plan.
* Assist with other Careerspace initiatives including Life After Trent, TCRC, TWSP, etc.

#### Education Required:

* Honours University Degree (4 year) with a discipline in the Humanities, Social Sciences, or Business required.
* Post Graduate Certificate in Career Development Practitioner preferred.
* Certified Career Development Practitioner (CCDP) designation preferred.

#### Experience/Qualifications Required:

* A minimum of three (3) years’ full-time experience working with students and community partners in a fast-paced co-operative education environment.
* Knowledge and applied experience with co-operative and experiential learning theory and practices and university risk management policies.
* Awareness of current employment market trends.
* Knowledge of Trent University’s academic programs and principles of experiential learning.
* 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.
* Knowledge and understanding of indigenous communities are an asset.
* Demonstrated teaching/training experience and knowledge of learner-centered 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.
* Demonstrated strength in project and event management, organization, evaluation, and reporting.
* 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.

#### Supervision:

* Supervise and direct the activities of student employees.

**Job Evaluation Factors:**

##### Analytical Reasoning

* Challenges that arise are diverse, complex, and multifaceted. Situations are broad in scope, and require recognition, analysis, and problem solving to reduce impacts internally and externally. Work planning includes collaborating with other Co-op Coordinators within specific time frames and may require adjusting plans and priorities to benefit employers, students, and the institution. Critical thinking and a continuous improvement mindset are often required to define problems, develop alternatives, and implement solutions.
* Must be aware of current labour market and hiring practices and apply/adapt to work with co-op students.
* Demonstrates understanding of student backgrounds and experiences, as well as their academic program of study to support students in finding appropriate roles that align with their program and career goals.
* Identifies valuable work experience opportunities that support their development and align with the institution’s values.
* Works collaboratively with departments to investigate opportunities, scholarships and awards that may be available to students. Shares funding opportunities with co-op students or employers to benefit co-op students as they arise and may support employers with applying to funding opportunities.

##### Decision Making

* Authority to recommend and implement alternative work term schedules to ensure equity and inclusion, and meet students’ needs. Have an understanding of the financial consequences students may face when adjusting their work term schedules, inform them and refer to additional services when required.
* When supporting students experiencing mental health concerns, make informed referrals to appropriate resources.
* Support in the assessment and evaluation of existing processes. Make recommendations to reduce barriers and cultivate new opportunities for students.

##### Impact

* If the Co-op Coordinator does not develop and share work term opportunities, students may not be able to progress in the co-op program. This poses a reputational risk as the institution works to develop and grow the co-op program. A student’s progression depends on the completion of required work terms.
* Co-op Coordinator is responsible for updating and maintaining the co-op website.
* The Co-op Coordinator fosters and maintains relationships with employers, ensuring quality work term opportunities. They must understand an organization’s interest to have information about work terms shared publicly. (i.e. Some work terms may involve students supporting with proprietary information, or students working in environments where a non-disclosure agreement is required.) The Co-op Coordinator must mitigate reputational risk when working with employers that prefer to keep opportunities confidential and ensure any co-op marketing materials have received the appropriate employer consent.
* Maintain confidentiality. Knowledgeable about Freedom of Information and Protection of Privacy. Ensure students understand their personal information. Maintain confidential records for students. Advise inquiring employers of their responsibilities and direct them to resources.
* The Co-op Coordinator is responsible for the management and administration of the Co-op Assistance program. If this process is not initiated and communicated clearly with students in financial need, they may be unable to apply and not have the financial resources to continue participating in the co-op stream.
* As a collaborator to the Academic Calendar, the Co-op Coordinator is responsible for providing information about co-op progression requirements and co-op work terms that will directly impact the student. The Academic Calendar serves as a contract between the institution and students.

##### Responsibility for the Work of Others

* Direct Responsibility: Student employees (TWSP and co-op students).
  + Responsible for recruiting, hiring, training, evaluating and performance management of student staff for the duration of their contract.

##### Communication

The Co-op Coordinator must have the ability to communicate cross-culturally with students, faculty, staff, and employers.

Students:

* Must ensure a clear and accurate exchange of information to allow students to make informed decisions about co-op progression, job search, and work terms.
* Provide recommendations and referrals that may be sensitive in nature.
* Articulate and advise students on co-op student responsibilities and work terms.
* Requires professional judgment, active listening, empathetic responses, and ability to normalize situations for students who experience challenges securing work terms or meeting co-op progression requirements.
* Adapt communication styles based on student needs and strengths. Offer a variety of different communication and engagement opportunities on a regular basis to meet student needs including one-on-one appointments, workshops, telephone, virtual, and in-person appointments, and asynchronous feedback.
* Research, develop and share information with co-op students around events, work terms, academic, and financial deadlines using multiple channels (co-op website, SharePoint, Microsoft Teams, Student Experience Portal).

Internal;

* Liaise and consult with a multitude of on-campus departments at the Peterborough and Durham campuses to support co-op students:
  + Student Affairs, Student Accessibility Services, Colleges, Academic Advising, Academic Skills, Housing, First Peoples House of Learning
* Information Technology - department to update and maintain the Customer Relationship Management software.
* Records - ensure that co-op student records are accurate and up to date.
* Financial Aid – to administer the Co-op Assistance Program
* Student Accounts – liaising around the co-op fee schedule
* Department Chairs – keeping faculty informed on the progress of co-op
* Academic Calendar – Responsible for submitting and ensuing the accuracy of all co-op information in the Academic Calendar

External:

* Responsible for cultivating, fostering and maintaining relationships within the Peterborough and Durham communities and beyond.

Example: Students are permitted to find work term opportunities across the province and Canada. The Co-op Coordinator is responsible for understanding students’ interest in work term opportunities, and identifying locations where students can participate in work terms with minimal barriers (i.e. have a place to live). The Co-op Coordinator researches various areas, identifies opportunities, and cultivates relationships with employers to support students, increase awareness and establish a positive reputation for Trent University Co-op.

* Conduct in-person marketing visits, telemarketing, and email campaigns with potential employers across all levels of the organization, including senior executives, managers, and human resources representatives.

##### Motor/ Sensory Skills

*Motor Skills:*

* Fine Motor Skills - Data entry via keyboard, mouse, scanner, digitizer.
* Dexterity – Word processing, calculator.

*Sensory Skills:*

* Hearing
  + Responding to student, faculty, and community queries.
  + Participating in networking and recruitment events where required to listen and respond.
  + Facilitating in person and virtual workshops and responding to inquiries.
* Sight
* Reading various reporting data.
* Maintaining co-op databases and reviewing work term documentation.
* Assessing non-verbal cues in one-to-one conversation, or while participating in events.

##### Effort

*Physical:*

* Long period of sitting at a desk answering emails, entering data and meeting with students, staff, faculty, and community members.
* Regularly must stand at events while talking to various parties.
* Light to moderate lifting of equipment, boxes, and display signs for event setup.
* Visual attention and mental concentration.
* Ability to respond to deadlines and work under pressure.

*Mental:*

* High degree of mental effort required. Multiple competing demands and deadlines related to work terms, events, job search, and supporting students.
* Routinely deals with several complex issues at the same time and solves complicated problems as they arise.
  + i.e. Student in distress or a student at risk of being removed from the co-op stream
  + i.e. Employers are frustrated with the behavior of a co-op student, or how a recruitment process has gone.
* Must be able to make complex decisions in a high volume, busy environment and respond to issues as they arise.
* Deal with multiple and competing deadlines and must establish priorities for self and student staff to ensure all tasks are completed in a timely manner.
* Must be responsive and provide guidance to students conducting job search.
* Must interpret situations between employers and students and provide the appropriate guidance and support based on existing workplace legislation, acts, guidelines and policies.
* Sustained concentration - Compiling data, determining student placements, frequent interruptions.
* Long periods of visual attention and sustained concentration - Input and verify accuracy and completeness of various types of data, compiling information from various media into database with frequent interrupts.
* Ability to self-regulate under stressful and demanding circumstances.

##### Working Conditions

*Physical:*

* Fatigue – frequent interruptions, continuous re-prioritization of work.
* Must prioritize and manage multiple demands and frequent interruptions, resulting in switching tasks and continuous re-prioritization of work.
* Frequent sitting to attend meetings, complete administrative tasks. Frequent back-to-back meetings requiring sitting for up to 2 hours.
* Prolonged standing for up to 5 hours when participating/attending events to promote co-op programs and work term opportunities.
* Fine motor skills required for typing and documenting procedures, processes, notes, student information in electronic information management systems.
* Attend to visual and auditory cues from students.

*Psychological:*

* Constant interruptions - Walk in (students, faculty, public), telephone calls and emails.
* Sustained attention/concentration during student, employer and internal staff meetings. Meetings may last for multiple hours at a time.
* Agitated students – Example: Student unable to secure a work term opportunity by the required deadline, or student not meeting co-op progression requirements at risk of being removed from the co-op program.
* Stress Resolution - Attending to verbal and non-verbal cues during communication, providing appropriate feedback, and assessing level of risk and resources needed. Support students navigating challenging workloads, systemic issues, and external stressors. Direct students to appropriate resources.
* Multiple competing demands - Nature of the work results in unavoidable busy periods. Example 1 and 2 often happen simultaneously.
  + Example 1: Organizational deadlines require prompt response from the Co-op Coordinator to assess progression requirements such as CGPA and communicate with co-op students about their progression within the program. Support students and guide them with options to move forward prior to institutional academic and financial deadlines.
  + Example 2: Multiple students competing to secure work terms. Requires the Co-op Coordinator to switch tasks between searching for work term opportunities, providing students with job application feedback, supporting students with interview preparation, guiding students with job offer negotiations, and reviewing student work term records.
* Confidentiality - Working with sensitive academic/student/partnership situations.
* Failure to arrange appropriate, timely student work terms - Problems and delays in securing a work term could affect the student's ability to complete their program in an effective and timely way.
* Failure to initiate contract between institutions and agencies - Agencies, other institutions and the university will incur an increased risk of liability.
* Failure to maintain positive working relationships with employers can lead to damage to the institution’s reputation, increasing difficulty in securing work terms for students.
* Sustained composure and professionalism while managing challenging or stressful situation with students and/or employers.