#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** World University Service of Canada Program Assistant

**Job Number:** SO-478 | VIP: 1989

**Band:** OPSEU-4

**Department:** Trent International

**Supervisor Title:** Operations Manager, Trent International

**Last Reviewed:**  May 21, 2024

#### **Job Purpose:**

The World University Service of Canada (WUSC) Program Assistant plays a pivotal role in advancing the mission and objectives of the WUSC at Trent University. With a primary focus on coordination, support, and community engagement, the Program Assistant is tasked with fulfilling various responsibilities aimed at enhancing the experiences of WUSC Student Refugee Program (SRP) students, fostering a welcoming and inclusive campus environment, organize academic and wellness advising and promoting awareness and understanding of newcomer issues within the Peterborough community.

#### Key Activities:

##### Student Leadership Development

* Support Trent WUSC Local Committee (LC) co-chairs and executive members (Trent students in leadership) with understanding processes and procedures including leading regular meetings, recording minutes, and filing minutes, motions, and documents on the WUSC Teams account.
* Coordinate work with Trent student volunteers who support incoming and current WUSC SRP students at Trent.
* Supervise and support Trent students on academic program placement with WUSC, including liaising with the faculty placement coordinator and completing student placement reports, Academic student placements may come from Nursing, School of Education, Social Work, etc.

##### Community Outreach

* Support Trent WUSC Community Liaison in connecting with Alumni Engagement and Services regarding Trent alumni in Peterborough and in liaising with LC members such as the Events Director and the Co-Chairs.
* With the Community Liaison, support efforts of the Trent WUSC LC in awareness raising with local service groups, high schools, and other groups with interest in newcomers to Canada.
* Liaise with the Peterborough New Canadians Centre.
* Be the first WUSC contact for the wider Peterborough community.
* Willingness to travel to different locations within the Peterborough community and beyond to engage with stakeholders and support program initiatives.

##### Fundraising

* Represent Trent WUSC LC at fundraising events and activities.
* Assist Trent WUSC LC student co-chairs on planning and organizing fundraising campaigns.

##### Trent WUSC Local Committee Administration & Accountability

* Ensure continuity of Trent WUSC Local Committee throughout the year, including during the annual transition of co-chairs and executive student members.
* Serve as the contact person with WUSC Canada and Trent departments including Trent International, Trent Finance/Student Accounts, Housing, Food Services, Financial Aid, Registrar Office.
* Serve as a signing authority officer for Trent WUSC LC banking requirement.
* Coordinate Trent WUSC LC meetings and facilitate minute taking/record keeping to ensure LC is accountable for expenses.
* Coordinate with Trent WUSC LC Finance Director (student volunteers) on bookkeeping and processing of WUSC LC financial transactions for both accounts receivable and payable.
* Coordinate with Trent WUSC LC Co-Chairs and Finance Director (student volunteers) to organize and keep records of the group’s activities, such as finances, recruitment, new student sponsorship, WUSC SRP (Student Refugee Program) arrival and settlement, upper-year WUSC student transition programming, etc.
* Support the LC and SRP students in welcoming incoming first year students and early resettlement tasks.

#### Education Required:

* A minimum of two (2) years of post-secondary education in a relevant area including Communications, Business, Non-profit Management, Social Work, Education etc.

#### Experience/Qualifications Required:

* A minimum of one (1) year administrative experience required.
* Demonstrated experience in working with newcomers to Canada, particularly related to resettlement and integration program required.
* Knowledge of the challenges and barriers faced by refugee and immigrant populations, including cultural, social, and economic factors and familiarity with community resources and support services available for newcomers, including language training, housing assistance, and employment programs.
* Strong interpersonal skills with a compassionate and empathetic approach to working with individuals from diverse cultural backgrounds.
* Ability to build rapport and establish trust with WUSC Student Refugee Program (SRP) students and community members, creating a supportive and inclusive environment.
* Sensitivity to the unique experiences and traumas faced by refugee populations, coupled with a non-judgmental and supportive attitude.
* Strong cultural competence and ability to navigate cross-cultural interactions with respect and sensitivity, recognizing and addressing potential cultural barriers and misunderstandings.
* Strong organizational skills with the ability to adapt to changing circumstances and prioritize tasks effectively in a dynamic and fast-paced environment.
* Flexibility to work occasional evenings, weekends, and holidays as required to accommodate the needs of WUSC SRP students and community engagement activities.
* Strong teamwork and collaboration skills, with the ability to work effectively as part of a multidisciplinary team and build positive relationships with university colleagues, volunteers, and community partners.
* Comfortable with financial spreadsheets and budgeting.
* Comfortable with computer technologies such as Microsoft Office Suite and online tools and forums such as Google Docs, Zoom and Microsoft Teams.
* A second language would be an asset.

#### Supervision:

* No formal supervision of others is required.

**Job Evaluation Factors:**

##### Analytical Reasoning

*The position will require common sense analytical reasoning when an unexpected event happens. For example, the flight for the arriving new WUSC refugee students may be delayed. The position will need to respond quickly to contact the airport shuttle service to change the time for airport pick up.*

##### Decision Making

*The position needs reporting to Trent WUSC Local Committee (LC), coordinate regular meetings with LC and document decisions made by LC.*

##### Impact

*Based on the low number of students being supported by this position, the impact or consequence to the department or University is minimal. However, from an ethical perspective, the work of the position demonstrates Trent University’s value and mission for Equity, Diversity and Inclusion.*

##### Responsibility for the Work of Others

*No direct responsibility for the work of others.*

##### Communication

*External: The position will communicate to WUSC Canada to ensure Trent WUSC LC follows the guideline set by WUSC Canada on running Trent WUSC program*

*Internal: The position will communicate internally to Trent WUSC LC (student levy group co-chairs and student executive members), To solicit Trent department sponsorship to support new WUSC refugee students each year, the position will contact Trent International and Admissions, Trent Financial Aid/Registrar office, Trent Housing, and Trent Food Services.*

##### Motor/ Sensory Skills

*Motor and sensory ability requires moving and carrying items while attending Trent WUSC fundraising and community building events.*

##### Effort

*The position will support new refugee students to Canada. These students may need extra physical and mental health support due to an unexplained experience they may have gone through before arriving to Canada/Trent University.*

##### Working Conditions

*Work conditions would be both indoor and outdoor, depending on where WUSC fundraising, and community events are held.*