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OPPORTUNITY PROFILE

Director, Student Services



ASSINIBOINE INVESTS IN THEIR PEOPLE

The Organization

Assiniboine College has been providing exceptional learning experiences that have been transforming lives and strengthening Manitoba through applied education and research for 65 years. Assiniboine offers more than 75 unique certificate, diploma, and advanced credential programs across a variety of disciplines including culinary arts and hospitality, business, agriculture and environment, health and human services, trades, and technology. The college welcomes more than 10,000 students annually and has permanent campuses in Brandon, Winnipeg, Dauphin, and Southport, along with dozens of rural rotating and community sites each year.

Why Work Here?

We believe in the transformative power of education and are committed to creating a dynamic and inclusive learning environment, guided by our [Strategic Plan](#). As we continue to grow and evolve, we are on the lookout for talented individuals who share our passion for education, innovation, and community to join our diverse team.

Here at Assiniboine, we are not just building careers; we are shaping futures. Our commitment to excellence in education is reflected in the quality of our programs, the success of our students, and the dedication of our staff. If you are looking for a workplace where your skills are valued, your ideas are heard, and your professional growth is nurtured, then you've come to the right place.

Join us in making a difference in the lives of our students and the communities we serve. Discover a fulfilling career at Assiniboine, where innovation, collaboration, and a passion for learning come together. Take the first step towards a rewarding future – explore our current job openings here and start your journey with Assiniboine today. Your career adventure awaits!

To learn more about Assiniboine College visit: assiniboine.net

The Role: Director, Student Services

This full-time, regular position is located in Brandon, Manitoba.

Student Needs in higher education are increasingly complex. Assiniboine intentionally invests in a model of student support that emphasizes early intervention, proactive advising, accessibility, wellbeing, and collaborative partnerships with academic leaders.

Reporting to the Vice President, Enrolment and Students, the Director, Student Services provides strategic and day-to-day leadership, direction, coordination, and operational oversight for a portfolio of student-centred services that support student access, wellbeing, learning, retention, and success. The Director ensures the effective delivery, integration, and continuous improvement of student services that contribute to a safe, inclusive, and supportive learning environment. The Director formally leads multiple specialized teams, including the Learning Curve (including Test Centre), Wellness, and Accommodation and Disability Services.

The Director plays a critical institutional function in bridging policy, practice, and student support, and in building institutional capacity to respond effectively to complex and evolving student needs. This includes mentoring and coaching staff across the organization as well as providing front-line services to students in more complex situations.

The Director has a key institutional role in student conduct and behavioural intervention and support, chairing the Behavioural Intervention Team (BIT), and providing prompt and valuable guidance to academic leaders, Student Success Advisors, and other stakeholders on the interpretation and application of student-related policies. Serving as the liaison to the Students' Association, the Director fosters collaborative relationships that support positive student experience and belonging.

Key Relationships Outside of Department

- Vice President, Enrolment & Students
- Vice President, Academic
- Director, Centre for Learning Innovation
- Deans
- Chairs
- Student Success Advisors
- Registrar
- Students' Association

Responsibilities & Accountabilities

Planning & Leadership

- Provide organizational leadership for student services aligned with Assiniboine's mission and strategic direction, student success, and enrolment objectives.
- Set the direction for advising services and coach team members to work collaboratively in a community of practice in support of this direction
- Lead the development, implementation, and evaluation of student services programs, initiatives, and service models that respond to evolving student needs.
- Ensure student services are designed and delivered in ways that reduce systemic barriers for underrepresented groups and supports equitable access, persistence, and success.
- Ensure services are delivered in a student-centred, equitable, trauma-informed, and culturally responsive manner.
- Identify best practices that promote increased student retention and academic success. Working closely with the VP Enrolment & Students, VP Academic, deans and other academic staff, develop and implement tactics and strategies that promote and increase student persistence and retention across the college without compromising academic program graduate outcomes.
- Working with colleagues from across Assiniboine, promote understanding to advance equity, access, and success for First Nations, Métis, and Inuit students by enriching services and practices that bridge prosperity gaps between Indigenous and non-Indigenous learners, and foster environments where all students benefit from shared understanding, respectful relationships, and collective responsibility in advancing Truth and Reconciliation.
- Uses data to identify trends, improve retention, improve persistence, improve services, and inform institutional decision-making.
- Provide leadership and support in developing and promoting a college-wide customer service culture that is student-friendly, accountable and quality-focused.
- Identify opportunities, challenges or concerns that have college-wide implications to Vice Presidents, the President and/or Senior Leadership Team, and provide recommendations on matters of college policy, procedure, and direction.

Operational and Administrative Responsibilities

- The Director provides direct supervision and oversight to the following teams that work collectively together and with other departments at Assiniboine to support students:
 - Student Accessibility/Disability
 - Student Wellness
 - Learning Curve, which includes the Test Centre, Learning Strategist and Student Academic Aides
- Provide effective coaching, and performance management for direct reports, ensuring clear expectations, accountability for deliverables, and alignment with institutional priorities.

- Provide team members with perspective and expertise as it pertains to their areas of scope when dealing with complex or non-routine matters.
- When required, provide front-line support to students when team members are away or when a situation requires senior institutional presence and decision-making.
- Support and coach direct reports in the management of their teams, including guidance on goal-setting, workload planning, performance conversations, and team development.
- Ensure direct reports are equipped to lead their teams through change, address performance issues appropriately, and deliver high-quality, student-centred services.
- Foster a culture of trust, collaboration, continuous improvement, and professional growth within Student Services.
- Promote consistent leadership practices across teams while respecting the specialized expertise and professional roles within each functional area.
- Introduce and encourage the use of appropriate technologies to improve productivity and communications within the department.
- Manage budgets, resources, staffing plans, and operational priorities within the assigned portfolio.
- Partner with the Director, Centre for Learning Innovation (CLI) to align teaching, learning, research, and student services within the Learning Commons. Together, provide coordinated leadership that integrates frontline student experience data with leading practices in teaching and learning to enhance student experience and success.
- As some services under the Director's leadership are provided by small units (e.g., one staff member) the Director may be required to provide front line support in these areas when staff are on leave or otherwise unavailable.
- Oversee student housing on campus
- Manage the relationship with Brandon University on-campus housing for Assiniboine College students, responding to incidents

Student Conduct, Risk and Critical Incident Management

- Provide institutional leadership and capacity in student wellness, conduct, behavioural and crisis coordination, which may include chairing committees, developing and leading institutional strategies, and related activities.
- Provide guidance to other college staff on matters related to student behaviour and alignment with college policies and relevant legislation to ensure decisions that impact students are consistent, fair, and aligned with principles of administrative justice.
- Provides leadership and coordination for the institution's response to the death of a student, ensuring actions are handled with dignity, sensitivity, and compliance with college policy and legal requirements, and the internal coordination and communication are effectively managed.
- Mitigate institutional risk and support student understanding by coaching and supporting decision makers to have clear, defensible, and well-documented decision-making processes under their policy authority.

- Working with relevant internal stakeholders, leads inquiries in the cases of more student conduct matters, ensuring consistent application of policy, appropriate fact-finding, and procedurally fair outcomes.
- When necessary, work with the Director of Security Services on student conduct matters that involve law enforcement.
- Serve as a subject matter expert for academic leaders and staff on student conduct matters, including policy interpretation and application.

Institutional Coordination and Advisory Role

- Provide professional guidance, functional leadership, coordination, and support to Student Success Advisors to promote consistency of practice, shared approaches, and alignment with institutional priorities, while respecting their existing reporting relationships to Deans.
- Act as a key advisor to academic schools and other departments on student support, accommodation, behaviour, and wellness related matters.
- Collaborate closely with academic leaders, Registrar's Office, Integrated Planning, and others to support student retention and success.
- Ensure that educational standards are being met in accordance with established academic policies and procedures, as administered through the Registrar's Office, including student appeal and student discipline policies and procedures.
- Develop and deliver appropriate student services for community-based sites alongside staff in Community Development and Academic Schools.

Policy Development and Interpretation

- Lead or contribute to the development, review, and implementation of student-related policies, procedures, and supporting documentation (e.g., process guides for students and staff).
- Ensure consistent, fair, and transparent application of policies related to student conduct, accommodation, and wellbeing.
- Monitor legislative, regulatory, and sector developments affecting student services and recommend policy or practice changes as needed.

Students' Association Liaison

- Serve as the principal institutional liaison to the Students' Association, enhancing the collaborative relationship that exists between Assiniboine and the Students' Association.
- Foster constructive, collaborative relationships that support student engagement, belonging and wellbeing.
- Work with the Director of the Students' Association to address emerging student issues and support effective communication between Assiniboine and the student body.
- Escalate issues arising from the Students' Association when necessary.

Collaboration, Committees, and Representation

- Foster an environment conducive to open communication and discussion with staff and students, including involvement of relevant external groups. Ensure a forum exists for such discussion.
- Contribute to college initiatives that support student experience, belonging, retention, and equity.
- Participate, and in some cases lead, college committees and forums as required, which include but are not limited to the Accessibility Committee, Wellness Forum, and Food Security Committee.
- Promote collaboration across Student Services, Learning Commons, academic schools, and support units.
- Represent Assiniboine on internal and external committees and projects related to student services, wellness, accessibility, and student success.
- Liaise with other educational institutions and organizations to evolve with best practices and developments in the broader field of student services.
- Represent the college on appropriate national and provincial committees.

Key Opportunities and Challenges

The successful candidate will:

- Foster and support a culture that works proactively to address and mitigate potential issues and provide the best possible services to students
- Act as a resource, leader, support and coach in partnership with the senior academic leadership as it relates to interpreting policies and meeting complex student needs
- Bring a calm, steady presence in sensitive and complex student emergency and student intervention situations
- Provide front-line support directly to students as needed, particularly in complex and/or rapidly evolving situations
- Foster an inclusive and supportive community across Assiniboine's campuses by promoting intercultural and intersectional understanding among students, faculty, and staff
- Work effectively to provide service across a broad and diverse range of learners

The Person

- A related degree (Masters preferred), with strong written and oral communication skills
- Formal training or demonstrated knowledge in areas such as administrative law, procedural fairness, trauma-informed practice, risk management, and/or investigations is an asset.
- Significant progressive leadership experience managing complex and sensitive student or client situations, including behavioural concerns, conduct matters, crisis response, or critical incidents.
- Progressive experience in student services, student affairs, learning support, or a related area, with demonstrated accountability for service delivery and outcomes
- Strong understanding of student development, student conduct, behavioural intervention, accessibility, wellness, and crisis-informed practices in a college setting
- Demonstrated experience leading or overseeing inquiries or investigations, including evidence gathering, documentation, and decision-making in accordance with policy and principles of fairness.
- Strong understanding and experience in the practical application of principles of administrative justice and how this guides consistent, fair decision making and practices to support students
- Demonstrated ability to interpret, apply, and contribute to the development of student related policies, and to advise academic leaders and staff on complex student matters
- Experience developing and implementing programs, projects, processes, and training to teams
- Highly developed interpersonal communication skills and experience leading through influence and collaboration, including working effectively across departments and with groups that have shared accountability but separate reporting structures
- Demonstrated commitment to supporting and championing access to education and relevant supports for equity-deserving groups
- Experience working constructively with student associations or student governance bodies
- Experience responding to complex and evolving student needs of adult learners
- Understanding of the Accessibility for Manitobans Act (or similar legislation in another province) and how to apply these principles in a post-secondary setting.
- Experience with assessing and mitigating risk, developing proactive response strategies, and providing guidance and education to support effective and consistent responses to complex or escalating situations.
- An understanding of both secondary and adult education systems
- Experience working with equity deserving communities
- Excellent interpersonal, written, and oral and cross-cultural communication skills
- Demonstrated emotional intelligence, empathy, and professionalism when working with individuals experiencing distress or crisis.
- Ability to remain calm, grounded, and exercise sound judgement in highly sensitive or difficult circumstances.

- Confidence to lead challenging conversations and coordinate responses while maintaining trust and credibility.
- Resilience and self-awareness, with the capacity to manage the emotional demands associated with complex student situations.
- Strong ethical compass and commitment to fairness, respect, and dignity in decision-making.
- Demonstrated success in delivering results

Compensation

Classification: Excluded

\$128,180 - \$163,530 annually

Assiniboine College offers competitive benefits and relocation allowances that may be discussed at a later stage.

Express Your Enthusiasm

Leaders International values diversity, equity, and inclusion in all aspects of our operations. Candidates are invited to contact us directly with any accommodation requests.

To learn more about this exciting leadership opportunity, please connect with **Cameron Geldart** at camerong@leadersinternational.com or **Heather Fookes** at heatherf@leadersinternational.com. To apply, please email (in PDF or Word document format, preferably as a single document) apply@leadersinternational.com, including the job title in the subject line.

Leaders International Executive Search

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