



## POSITION DESCRIPTION

Position Title: Student Success Advisor

Division:

Perspective School

Classification: Guidance Officer

Supervisor's Title:

Dean, School

### POSITION SUMMARY

Student Success Advisors are part of a strong academic team, working to provide student academic advising and coaching (individually and in groups) which includes the interpretation, accurate communication and maintenance of all academic and College program regulations and requirements within the College. Student Advisors collaborate with faculty and academic managers and liaise with external agencies and educational institutions. Student Advisors will adapt services to unique needs of immigrant and international students, students with physical and learning disabilities, mature students and aboriginal students.

### RESPONSIBILITIES AND ACCOUNTABILITIES

Academic Advising- Prospective, Current & Returning Students:

- Help students identify and understand their own aspirations and aptitudes.
- Coach students to define and refine strategies for academic success
- Support students to define and refine their academic and career goals
- Assist students to take maximum advantage of their prior learning experiences
- Support students to identify their most effective and efficient route to academic success.
- Explain and support students' admissions, course selection, major selection, prerequisite checking, timetables, schedules, funding and scholarships.
- Identify, develop and implement proactive strategies to recruit, assist, coach, support and retain students within the College programs.
- Provide comprehensive information about college programs and assist students in making educational plans consistent with career goals.

Academic support:

- Encourage student persistence and success through the development of a proactive plan for effective transition to and success within the college learning environment.
- Effectively identifies, adopts, implements, and monitors best practice academic advising and academic coaching
- Develops, implements and evaluates proactive advising strategies
- Maintains ongoing, direct contact with students as part of a comprehensive proactive advising plan, including assessing needs, referral to resources, , academic coaching developing student action (success) plans.
- Develops and maintains data that informs the proactive advising strategy at the individual, school and institutional level.
- Defines and establishes education completion plans for students and assists students with course registration and withdrawal process.
- Assists students in understanding college policies and their rights and responsibilities as students
- In conjunction with Chairs and Deans, explains and supports students with a variety of academic processes including appeals, suspension reviews, student conduct and academic integrity

**Partner with internal/external student support:**

- Work closely with other campus student services to ensure comprehensive and integrated support is provided to program participants; liaises and collaborates with the Learning Curve, the Center for Learning & Innovation and other student support specialists.
- Makes necessary referrals to link students with existing on and off campus services.
- Provides the Dean and Chair expert counsel and analysis on issues and programs that have a direct impact on the unit or student success based on defined processes and established procedures.
- Liaise with external agencies and services (i.e. school divisions, sponsors, health and social service agencies).

**Accessibility/Disability Service:**

- Interview applicants regarding program demands and advise about potential suitability of program, given applicant's individual disability or learning needs.
- Work with the Student Accessibility Coordinator on reasonableness of proposed accommodations and classroom implementation given program learning outcomes
- Implement accommodations in cooperation with the Student Accessibility Coordinator
- On more complex accommodation, accessibility, and disability issues:
  - o Consult with the ADS Coordinator on all complex matters relating to ADS plans.
  - o Consult with the ADS Coordinator on all complex matters relating to ADS in the students program.
- Recruit, interview, train and supervise peer tutors
- Evaluate student requests for tutoring, assess needs, and assign tutoring resources
- Collaborate with faculty to plan and implement tutoring and academic support for each program
- Serve as liaison with Schools, working with chairs, coordinators and instructors
- Plan and implement orientation sessions and services to students

**KEY RELATIONSHIPS (attach relevant organizational chart(s))**

|                                       |                                       |
|---------------------------------------|---------------------------------------|
| Staff Positions Directly Supervised   | 0                                     |
| Staff Positions Indirectly Supervised | Varies, according to number of tutors |

**KNOWLEDGE, SKILLS, ABILITIES, OTHER**

**Education:** Relevant education (Bachelor's degree) in an area relevant to the Dept. and/or in human services.

**Experience:** A minimum of 2 years of advising/student service experience in a post-secondary setting and 2 years of directly related, college level experience working with students and the educational process in service-related roles. Knowledge and awareness of current college support services. Front line experience working with diverse populations is a definite asset

**Skills:** Highly effective academic, holistic advising skills, interpersonal and communication skills, both written and verbal; effective organizational skills; general knowledge of marketing and recruitment principles; demonstrated sensitivity and ability to work effectively with diverse people, students in particular, with sensitivity and understanding; ability to exercise good judgment and demonstrate integrity in solving problems, manage conflict, make decisions and set priorities. Demonstrated ability to work under pressure and meet deadlines in a fast paced, high-volume environment. The ability to manage data, and to accurately document and track services and outcomes. Demonstrated skills and a strong commitment to enhancing student success and retention and have a positive attitude toward service delivery; knowledge and awareness of evolving student development and first year student experience practice, recruitment, proactive advising strategies and programming including a thorough understanding of support services and programs and academic structures in the College. Must be highly motivated and can work collaboratively as part of a team and collaborate with other services, resource units on campus or external parties to support student success. Must possess strong creative- thinking, and problem-solving skills. Proven proficient Microsoft Office applications skills and be willing to utilize technology as a service delivery mechanism.

|                       |
|-----------------------|
| <b>OTHER COMMENTS</b> |
|                       |

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date