PEA Job Description

1. Position Identification

<table>
<thead>
<tr>
<th>Position Number</th>
<th>992584; 993039</th>
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<tbody>
<tr>
<td>Position Title</td>
<td>Global Community Adviser</td>
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<tr>
<td>Department</td>
<td>International Student Services</td>
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<td>Reports to</td>
<td>Coordinator, International Student Programs</td>
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<tr>
<td>Number of Direct/Indirect Reports</td>
<td>Direct 0, Indirect 0 (will supervise up to 3 paraprofessionals [student staff] and 80 to 100 student volunteers)</td>
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<tr>
<td>Classification Level</td>
<td>SG8</td>
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<tr>
<td>Last Updated</td>
<td>May 2018</td>
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2. Position Summary

Student Affairs at the University of Victoria helps to transform students’ lives by supporting and inspiring the highest standards of student learning and success, community engagement and staff development. The Division is comprised of over 27 reporting units in six departments: Athletics and Recreation, Campus Services, Office of the Registrar, Student Recruitment and Global Engagement, and Student Services. The comprehensive and integrated range of services we provide make Student Affairs one of the most dynamic and diverse divisions on campus. Together, we support UVic’s vision “to be a university of choice for outstanding students, faculty, and staff from BC, Canada, and around the world.”

Student Services is a department within the Division of Student Affairs at the University of Victoria. It places student learning at the centre of all efforts by supporting their academic endeavors and enhancing their personal, social, cultural and cognitive development. International Student Services (ISS) develops, delivers, and manages programs and services to support international undergraduate and graduate students at the university to navigate their UVic experience, whether they are newly-admitted, first-year or current undergraduates; graduate students; incoming or outgoing exchange students; or visiting students. The Global Community (GC) is a program area within ISS with programs, initiatives and events that are designed to support the transition, integration and academic success of the international student population.

The Global Community Adviser (GCA) reports to the Coordinator, International Student Programs. The GCA leads programs delivered through a satellite office in the International Commons in the Learning Commons. This position will research, design, develop and coordinate socio-cultural and academic programs that support the transition, integration and academic success of international students (e.g., international degree program and short-term incoming exchange and visiting students). This role applies Council for Advancement of Standards (CAS Standards) and contemporary student development theory to build innovative curriculum for student programs and initiatives that support the success of students participating in the internationalization of the University of Victoria.

The GCA engages and connects international and domestic students to build a supportive and inclusive student community. The GCA leads key academic support programs, including: the Global Community Mentorship Program, the Global Community Conversation Partners Program, and Conversation Cafes. The GCA supervises paraprofessional and student volunteers, including the Global Community Volunteer Coordinator and volunteer mentors and
conversation partners. In addition to providing services, the GCA is responsible for a medium-sized portfolio of international programming-related administration.

The GCA responds to a broad range of queries from international students, parents, faculty and staff, including telephone and email advising inquiries.

As a result of the nature of the duties and responsibilities of this position, occasional evening and weekend work may be required.

### 3. Key Responsibilities and Expectations (identify 3 to 5 key responsibilities and expectations for each)

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<th>Key Responsibilities. % of time</th>
<th>Expectations:</th>
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| Develops and Leads Global Community Programs for targeted populations 55% | • In collaboration with the Coordinator, International Student Programs, researches, develops and leads the delivery of International Student Services programs, publications and events that support international undergraduate and graduate students and short-term academic experiences, including newsletters and orientation and student success conferences.  
• Provides expert advice and recommendations to the Coordinator, International Student Programs and the Associate Director on socio-cultural and academic support programs for international students.  
• Leads the Global Community Mentorship Program and the Global Community Conversation Partners Program out of the ISS satellite office in the library, including recruiting, training and supervising Co-op and work study students and student volunteers.  
• Develops and delivers events and workshops for students, staff and faculty that focus on connecting international and domestic students to build a supportive internationalized community (e.g., mix and mingle events, mentor training, etc.).  
• Supports the coordination and organization of the International Student Welcome and related orientation events.  
• Responsible for actively liaising and developing collaborative working relationships with professional staff in Student Services and other Student Affairs units, Co-op and Career Services, and academic units to respond to specific initiatives or issues related to international students for newly admitted and current international undergraduate and graduate students, exchange students and visiting students.  
• Develops a comprehensive programming model that supports student development and academic success for newly admitted and current international undergraduate and graduate students, exchange students and visiting students.  
• Researches comparable institutions to inform best practices. |
| Supports Global Community Program administrative processes 40% | • Meets assigned portfolio administrative responsibilities: processing students’ program applications (including contracts and waivers) and maintaining accurate records in a database.  
• Identifies co-curricular opportunities to support student engagement, including clubs, course unions, international exchanges, volunteering, etc.  
• Focuses on increasing student’s skills, while developing a shared understanding of the student’s, International Student Services’ and University’s responsibilities. |
• Manages related correspondence and responds to a broad range of queries from students, faculty and staff, including telephone and email enquiries.
• Makes appropriate referrals for queries and concerns outside of the GC programming area
• Supports academic units in building support for international students.
• Assists with the development of marketing plans and tools.

Evaluates and monitors success of Global Community programs and initiatives and related institutional goals aimed at supporting student retention in assigned student population 5%

• Works with the Coordinator, International Student Programs, to develop an assessment plan to monitor the success of individual programs and initiatives, as well as the overall impact of programming on exchange students and visiting students, as well as student retention for newly admitted and current international undergraduate and graduate students.
• Provides regular reports on programs and initiatives; monitors, reviews and makes recommendations based on data sources used to inform program planning and decisions (departmental enterprise system, Banner, FAST).
• Assists with the development of reporting tools.

4. Classification Factors:

Problem-Solving:
Problem solving is guided by established policy, procedures and precedents. The incumbent is required to use creativity, sound judgment and informed analysis to develop programs and initiatives. S/he investigates to inform best practices and to identify resources to support students’ planning and decision making. The position will support the strategic direction of international student programs by making recommendations on curriculum and program development and delivery.

Responsibility for Financial & Material resources:
Prepares draft budgets in collaboration with the Coordinator, International Student Programs. May obtain quotes and receive invoices to support budget planning for specific events or programs.

Responsibility for Human Resources:
General direction will be provided by the Coordinator, International Student Programs. The position provides formal and ongoing guidance, supervision and training for Work-study and student staff, co-op students and student volunteers. The position provides support and coordination for special projects to other members of the ISS.

Impact of Decisions and Actions:
Provides expert advice to Coordinator, International Student Programs on more complex international student socio-cultural and academic programs issues. Complex student support issues and program decisions are made in collaboration with the Coordinator, International Student Programs. Individual advising has a moderate effect on individual students who hold responsibility for resulting actions and decisions. The incumbent has access to highly confidential data including student information and related records and must act in accordance with related University policy and procedures.

Independence:
The incumbent will be expected to make day-to-day decisions related to adjusting priorities, advising others and responding to immediate concerns while adhering to policies and procedures. The incumbent is expected to make recommendations on more significant issues, priority development/adjustment, and substantive challenges to the Coordinator for decision.
5. Summary of qualifications:

A bachelor's degree and 3-5 years related International Education experience that includes developing, implementing and leading socio-cultural programs for post-secondary students.

An equivalent combination of education and experience may be considered.

In addition, this position requires:

- Excellent analytical, critical thinking and problem solving skills
- Superior communication skills both written and verbal
- Demonstrated training, facilitation leadership and supervision skills
- Ability to build and maintain productive working relationships with multiple stakeholders through strong collaboration and proactive initiatives
- Ability to work independently and collaboratively in a team environment
- Demonstrated in-depth knowledge, understanding and use of Social Media platforms, their respective participants (Facebook, Twitter, Instagram, etc.)
- Related experience creating a virtual presence through the use of websites, social media, video production; delivering workshops, programs and presentations; organizing major events and/or programs within a higher education environment
- Ability to work effectively with a diverse population and with all levels of university personnel
- Proven expertise in MS Office (Word, Excel, PowerPoint)
- Demonstrated administrative and organizational skills
- Related experience communicating with students with diverse backgrounds, including international students and students with English as additional language

Assets or Preferences:

- Incumbent will appreciate and embrace the value and role of Student Services/Student Affairs in higher education
- Preference may be given to applicants with thorough knowledge of the University of Victoria's ISS programs, policies and procedures
- Position requires a genuine interest in the student experience and dedication to creating and supporting a diverse and inclusive community