Management Excluded Job Description

1. Position Identification

<table>
<thead>
<tr>
<th>Position Number</th>
<th>993834</th>
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</thead>
<tbody>
<tr>
<td>Position Title</td>
<td>Associate Director, Student Support and Investigations</td>
</tr>
<tr>
<td>Department</td>
<td>Student Affairs/Student Services</td>
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<tr>
<td>Reports to (title)</td>
<td>Director, Office of Student Life</td>
</tr>
<tr>
<td>Classification Level</td>
<td>ME 10</td>
</tr>
<tr>
<td>Current Incumbent</td>
<td>Vacant</td>
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<tr>
<td>Date (last revised)</td>
<td>July 2019</td>
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2. Department Summary

Student Affairs at the University of Victoria helps to transforms students' lives by supporting and inspiring the highest standards of student learning and success, community engagement and staff development. 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.”

As a unit within Student Affairs, the Office of Student Life (OSL), has primary responsibility for student life and student conduct. These areas are addressed through the development, implementation, and assessment of a comprehensive educational framework, operational model, and stakeholder engagement strategy that provides institutional leadership in the areas of student non-academic misconduct, co-curricular education on student diversity and inclusion initiatives that include a peer-based leadership model, and direct accountabilities for responding to at-risk student behavior and high profile student activities/issues. The Office of Student Life proactively seeks both a research based and practical understanding of trending issues that will engage students outside of the classroom and serves as a critical link to student societies, student constituencies, student advocates and related campus stakeholders including academic administrators, the ombudsperson, and the office of Equity and Human Rights on matters that impact campus climate and the broader UVic student community.
### 3. Position Summary –

| Mandate or core purpose of role | The Associate Director of the Office of Student Life (OSL) supports the Director in the developments, implementation and assessment of a comprehensive student conduct and student support model grounded in sound pedagogy, CAS Standards (Council for the Advancement of Standards in Higher Education) and contemporary research that aligns with UVic strategies and initiatives supporting diversity and inclusion. Through this role, the student conduct model values and encourages practices of restorative principles, student learning related to personal and community impact, and the value of education in the context of creating a healthier campus climate.

The position serves as the operational lead for student conduct administration, inclusive of supporting the Director in policy oversight and implementation, issues management, and all related support, investigation, and response mechanisms. Upon direction from the Director, the Associate-Director position is responsible for leading and/or actively participating in response coordination teams focused on managing critical student issues.

The Associate Director models the vision and goals of the OSL through effective collaborations and engagement with colleagues, units, and teams across Student Services and the Division of Student Affairs, with student societies, student leaders, advocacy groups, community and/or provincial agencies, student advocates, and with key academic and non-academic units. |
| Summary of roles, functions and areas of focus | The position supports the Director in the development and implementation of comprehensive student non-academic misconduct processes that includes education and awareness as well as case adjudication and support structures. Upon direction of the Director, the Associate Director is expected to lead the response to issues in accordance with related UVic policies and procedures, including, but not limited to: non-academic misconduct processes, violence risk assessments, at-risk behaviour oversight, Response Team participation, etc. The Associate Director, proactively engages students, student leaders, student societies and other student stakeholders as well as staff in EQHR, General Counsel, Campus Security, and |
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academic administrators in the development and implementation of best practice and processes in the response to student conduct matters and complex student support matters across the institution. This position plays a proactive strategic role working with students, faculty and staff to develop awareness about the role of the office on campus in order to raise the profile of the portfolio but also allow for collaborative engagement on these issues.

This position deals with controversial, high impact, campus issues that are highly emotional and stressful, often with significant implications, and often on short notice. The Associate Director will be expected to have flexibility in working hours in the event of urgent, unforeseen campus issues requiring this role’s leadership and engagement.

4. Key Responsibilities and Expectations

<table>
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<tr>
<th>Key Responsibility</th>
<th>Expectation</th>
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| Comprehensive student conduct and critical incident response framework: | • Serve as the operational lead for non-academic misconduct administration for UVic. Responsible for the effective implementation of UVic Policy AC1300 (Resolution of Non-Academic Misconduct Allegations) and related procedures and institutional and government reporting requirements.  
  • Responsible for oversight of student support models provided by the Student Outreach and Support Managers; including advising other units about how and when to refer students to these processes.  
  • Responsible for supporting Student Affairs based accountabilities related to UVic Policy GV0245 (Sexualized Violence Prevention and Response Policy) and related procedures and reporting requirements.  
  • Serve as a Student Affairs representative with respect to engaging, supporting, and liaising with key units, departments and campus leaders including the Director, Equity & Human Rights, on the implementation and renewal of campus wide conduct policies (e.g.: Policy GV0245, Policy GV0205).  
  • Develop and implement effective processes to support a comprehensive student non-academic conduct model and student support model that values educational and restorative practices and pedagogy with a focus on both individual and community impacts & outcomes. |
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- Act as a member of the Response Co-ordination Team on all related matters on behalf of OSL/STUA/STSV, or designated Chair in the absence of the Director, and facilitate response processes in accordance with protocol and related UVic policies and procedures.
- Serve as a decision-maker and/or process advisor on matters related to students in the context of UVic Policy SS9125 (Response to At-Risk Behaviour). Ensure this policy is accurately and effectively managed in the context of student conduct and/or student at-risk issues.
- Oversee the coordination of UVic Policy AC1215 (Responding to The Death of a Student), as delegated by Director, Office of Student Life.
- Support the effective implementation of UVic’s Policy on Non-Academic Outdoor Space Bookings.

### Non Academic Misconduct Process Development and Administration

- Lead the management of non-academic misconduct cases in accordance with university policy AC1300, engaging UVic resources as required (e.g.; General Counsel, Campus Security, external counsel, etc.). This includes all processes associated with the investigation and resolution of non-academic misconduct cases in relation to potential institutional risk and liability, institutional privacy/freedom of information policies, institutional records management, and institutional governance requirements.
- Provide accurate and timely advice and direction for academic leaders (Deans, Associate Deans, Chairs) on matters of non-academic misconduct.
- Provide accurate and timely advice and direction for non-academic units on their specialized non-academic student conduct practices (e.g.; Residence Contract, Student Athlete Code of Conduct) for resolution or referral to policy AC1300 or review under the Response to At-Risk Behaviour policy.
- Provide the lead investigation role in cases that would be considered complex/high-risk/high profile for the University.
- Develop and implement models for engagement with all investigation participants in a manner that applies best practices in trauma-informed practice in accordance with best practice and expectations.
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<tr>
<th>Oversight and/or response to high risk/at risk/high profile student issues</th>
<th>• Manage the relationship and engagement of external investigators and process facilitators with student participants to maintain unit standards of practice</th>
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|  | • Participate in and/or coordinate the institutional response to major student issues (e.g.; death of a student, student-focused campus crisis, at risk student behaviours.)  
• Engage key campus leaders and stakeholders to determine appropriate courses of action and serve as a key member of related committees such as the Response Coordination Team.  
• Support case preparation by General Counsel and/or appointed external counsel and/or the UVic Privacy Office in matters of litigation/human rights complaints/FOI requests that involve processes or decisions related to non-academic student misconduct or at-risk behaviour  
• Working with the Director of Campus Security assess students who may pose a significant risk of violence and make appropriate and recommendations to the Director, Office of Student Life. |

### 5. Other Factors

| Decision Making | • Make independent, frequent, and significant decisions regarding the application of the University’s non-academic misconduct policy, student conduct issues, at-risk behaviors, and interim measures under policy SS9125.  
• Responsible for evaluating and determining high-risk or highly sensitive student issues identified by staff or campus stakeholders that would likely result in litigation, a human rights issue, and/or significant reputational impact on the university.  
• Appropriately recommend and apply student conduct decisions and sanctions that may set institutional precedent, impact institutional reputation and public perception, attract potential legal and/or human rights challenges, and may significantly impact a student’s status at the university.  
• Work directly with students to deliver information about complex decisions including the implementation of |
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interim measures decisions, notices of allegations of Non-Academic Misconduct and investigation outcomes with sensitivity, tact, diplomacy, and clarity. Communicate with students in a manner that demonstrates equitable care, concern, respect and fairness.

- Prepare and provide recommendations to the Director, Office of Student Life, for the purpose of recommending major sanctions to the President.
- Provide advice, direction, and professional opinions to campus leaders, faculty and staff in the application of appropriate processes to best support students in crisis or high-risk contexts. Provide guidance to faculty and staff on maintaining professional and ethical boundaries and responsibilities when engaging with students and/or parents/guardians in distress or crisis.
- Decision maker in human resources matters with staff reporting to this role, inclusive of performance management, hiring, with minimal guidance from supervisor.
- Functions with a high degree of independence and authority while navigating the complex structure of a university setting and engaging with key external partners.

Human Relations

- Supervise the work of OSL student conduct practitioners and student support practitioners. Maintain quality assurance standards and adherence to professional guidelines related to policy implementation, professional development and training.
- Manage relationships and the engagement of multiple stakeholders in complex student conduct and student support processes including students, parents/guardians, other Student Services units and academic stakeholders including Deans, Associate Deans, Chairs, etc. This requires the careful management of information and highly skilled and appropriate communication.
- Builds strategic partnerships with various staff in a variety of units (e.g., Campus Security, Health Services, Counselling Services, Residence Services, the Center for Accessible Learning etc.) in order to coordinate appropriate responses to urgent student behavioural issues and student-focused crises.
- Provide support and direction for academic and administrative leaders across the institution who do not
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<td>have significant experience dealing in complex, high-risk student matters.</td>
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<tr>
<td>- Work closely with the Office of the General Counsel, external counsel, Equity and Human Rights, Campus Security, Privacy Office, Faculty Relations, and senior student government representatives on matters relating to safety, privacy, equity and human rights and policy.</td>
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<tr>
<td><strong>Accountability</strong></td>
<td><strong>Financial and Resource Management.</strong></td>
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<td>- Responsible for the oversight of issues of non-academic conduct across the university campus at both the graduate and undergraduate level.</td>
<td>In collaboration with the Director, responsible for the development, tracking, and signing authority of a budget of $600,000 (50% labour and 50% special projects/initiatives, programming, service contracts, etc.) and one-time special project accounts.</td>
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<td>- Responsible for overseeing the application of student support models and the work of student support practitioners at the Office of Student Life in response to student crisis.</td>
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<td>- Responsible for the protection and maintenance of highly-confidential records containing student personal information that are frequently subject to FOI requests, legal review, and evidence in legal proceedings.</td>
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<td>- Responsible for the day-to-day conduct operations of the Office of Student Life, that may have significant legal and risk management implications for UVic on a regular basis.</td>
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<td>- In the absence of the Director, oversees the portfolio related to student issues &amp; all related matters in the Office of Student Life.</td>
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<tr>
<td><strong>Supervisory Responsibility</strong></td>
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<td>Responsible for the recruitment, supervision, &amp; performance management of #4 FTE’s, #1 term positions, &amp; identified in the unit’s organizational chart.</td>
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<tr>
<td>Org chart provided. Employee mix includes #5 PEA</td>
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<tr>
<td>- Direct Reports: #5</td>
<td></td>
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<tr>
<td>- Indirect Reports: #0</td>
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<tr>
<td><strong>Safety</strong></td>
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<td>- The Associate Director works with staff to develop processes and practices to safely de-escalate and support students in considerable distress and work safely with students that may engage in aggressive, violent or otherwise at-risk behavior towards self or others.</td>
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- In coordination with the Director, Campus Security Services and developed in accordance with safety protocols and procedures, the Associate Director is required to plan and conduct in-person meetings with students that may present with aggressive, violent or at-risk behaviours.
- The Associate Director collaborates with other campus professionals to assess violent and threatening student behaviours or other high-risk student behaviours in accordance with the Response to At-Risk Behaviour policy.
- The Associate Director facilitates staff access to counselling and other external supports when they are impacted by trauma in the workplace.

Equity

- Provides opportunities for the accessible engagement of a diverse student population with processes under the Non-Academic Misconduct policy and associated procedures. Establishes practices to include
- Develops student support model procedures to build-in opportunities for engagement with accessibility options such as individualized support and participation planning to identify supports and resources such as language interpretation, communication preferences adapted interview or information collection methods.
- Develops student-focused process resources, guides and communications to increase accessibility of processes for diverse student populations

6. Summary of qualifications and job specific competencies

| Qualifications and experience | A graduate degree in a related field (e.g.; law, conflict resolution, equity studies).
|                             | A minimum of 3-5 years of experience in higher education or a comparable setting with demonstrated expertise in areas of leading or conducting conduct investigations, violence risk assessment processes, mediated or alternative dispute resolution processes, applying principles of procedural fairness to complex administrative or dispute resolution processes, and critical incident responses.
|                             | Demonstrated expertise working with the young adult population on related issues with a specific focus on engagement with individuals who may participate in concerning, aggressive and/or at-risk behaviours toward self |
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or others, individuals impacted by violence or harm, and traditionally under-represented/marginalized populations. An equivalent combination of education and experience may be considered.

**Key job-specific competencies**

- Ability to provide expertise on the trends, issues, research, conduct and at-risk behaviour and the young adult population in post-secondary. Education and experience working with student equity and inclusion issues within a student population of predominantly 18-26 year olds is essential in achieving success in this position.
- Highly experienced working in the context of a regulatory and decision-making framework that includes legal, human rights, and ethical issues.
- A progressive understanding of institutional culture and the ability to influence, lead, and achieve results with leaders, stakeholders, and others.
- Exemplary communication skills, both written and oral and public speaking.

### 7. Unusual working conditions

This position deals with controversial, high impact, campus issues that are highly emotional and stressful, often with significant implications that include trauma, and often on short notice requiring adjustments to priorities. The Associate Director must interact with a variety of stakeholders involved in controversial issues, some of whom can be aggressive, adversarial and challenging to communicate with, that require exemplary patience, superior negotiation skills, and an ability to establish and maintain professional boundaries at all times.

This position works with students in distress, students who are a risk to self or others, or students exhibiting concerning behaviours that require an immediate intervention. This position will also encounter people or situations that are adversarial or high risk that require collaboration with Campus Security and/or law enforcement support.

Date of Completion: ________________________________

Signature of Incumbent: _____________________________

Signature of Director: _______________________________