

Nipissing University

JOB DESCRIPTION

POSITION TITLE:	Assistant Vice President, Students
DEPARTMENT:	Student Development and Services
SALARY LEVEL:	SL 12
EMPLOYMENT DEFINITION (STATUS):	Full-time Administration
SUPERVISOR:	Provost & Vice President, Academic

SUMMARY OF FUNCTIONS:

Reporting to the Provost & Vice President, Academic, the Assistant Vice- President (AVP), Students will act as a leader of the University's Student Development and Services Division.

The AVP, Students provides leadership in the development, implementation, integration and evaluation of student services to facilitate an inclusive campus environment and an organizational culture that supports academic and personal success. They are a member of the President's Advisory Council (PAC) and the University Management Group (UMG) who contributes to the overall leadership and management of the University's strategic priorities to achieve its vision. They are responsible for the creation and implementation of a robust plan that links all aspects of transition, retention, and student success with academic programs, as well as for the management of accurate student information and records for purposes of funding, planning, research and service planning; and the oversight of student support services, career services and student life experience for all students.

The AVP, Students represents the voice of the student for strategic planning, policy development, resource allocation and integration within and outside the University and ensures co-ordination and integration of services to domestic and international students for seamless pathways academically and administratively.

The AVP, Students is responsible for providing reliable leadership in programming, budgeting and operating of the Student Development and Services, with responsibility for the offices of Student Counselling, Transition Services, Career and Employment Services, Student Accessibility Services, Academic Skills programs and services, Office of Indigenous Initiatives, Student Intervention Services, Sexual Violence Prevention and Education, Experiential Learning and as well as co-ordinated Health Services and Residence Life.

The AVP, Students is also responsible for the administration and application of the Student Code of Rights and Responsibilities, meeting compliance requirements of the Accessibility for Ontarians with Disabilities Act, the University's Sexual Violence Policy (as it pertains to students), and other related policies along with the Student Initiatives Fund and leading special projects related to student development and success. In addition, the AVP, Students chairs several campus-wide committees including the Campus Student Mental Health Committee and the Action Against Gender Based Violence committee.

The AVP, Students provides oversight to Nipissing University's residences which includes overseeing student life policies, procedures and programs as they pertain to students within the residence system.

The AVP, Students is responsible in providing leadership to the Office of Indigenous Initiatives, including oversight in the development, implementation, management of sustainable programs, activities and strategies for Indigenous (First Nations, Metis and Inuit) students at Nipissing University.

DUTIES & RESPONSIBILITIES:

Administration, Budget and Leadership

20%

Oversee the operation of the portfolio of Student Development and Services including the development, approval and implementation of all related budgets, assignment of responsibilities, setting of departmental policies/plans. This includes:

- Provide counsel to members of the senior leadership team regarding a wide variety of issues impacting students, including complex student situations, government policy changes, funding concerns and strategic partnership opportunities
- Oversee the various areas within Student Development and Services while ensuring all areas work in collaboration to progressively address the needs of students and contribute to student development, success and wellness
- Oversee Residence in providing a residential community atmosphere that not only reflects well on the University, but is also a positive factor in attracting students to Nipissing University
- Oversee the Office of Indigenous Initiatives by providing strategic leadership to enhance Indigenous student recruitment, engagement, and academic success
- Acts as a member of the President's Advisory Council (PAC) and University Management Group (UMG) and various ad hoc committees and task groups. The AVP, Students works collaboratively to influence and advance the development and implementation of strategic goals and University-wide initiatives that support student engagement and retention
- Oversee the annual development and day-to-day administration of the annual operating budgets of all areas within the portfolio
- Identify funding sources (e.g. grants) and opportunities to increase funding and reduce the financial impact of programs and services on student fees
- Work with the Finance Department to oversee external funds from grants and ensure reports are filed
- Responsible for developing and participating in the management of contracts for services provided by external agencies including, but not limited to counselling support, health services, psychological services, and North Bay Transit
- Actively engage partner institutions to advance agreements and applicable business agreements to enable student success
- Responsible for operationalizing agreements with respect to college partnerships to ensure systems, processes and services are in place or harmonized to support each program initiative for students

Student Programming and Services Planning, Development, and Operations

20%

Provide strategic leadership to all areas within Student Development and Services to ensure the progressive growth and development of programs and services to students on all campuses and through online education. Lead the development and implementation of plans, policies and procedures that relate to student development, success, wellness, and conduct. This includes advising and providing input into the overall development of the University encompassing planning, budgeting, capital development, staffing, and project and programming initiatives which integrate departmental objectives and support the over-arching University goals. This includes:

- Develop the overall vision for student life issues at the University to provide a framework for the development of appropriate strategies and programs based on research of student services trends to ensure universal service delivery to all students (e.g. Student development, wellness and success programs, services and activities)
- Provide leadership, direction, vision and management to the staff in developing short and long-term plans
- Provide regular reporting of performance measures against set targets for domestic and international students and periodic student satisfaction feedback to integrate into broader University-wide performance reporting to the President, the Board of Governors, the Ministry, student bodies and the public
- Work with the Strategic Enrollment Committee to develop enrollment opportunities and develop a cohesive plan to provide support to students throughout their entire tenure at the University to increase retention rates

- Establish communication with students, student organizations, faculty and staff to identify students' current and future needs and challenges
- Along with all other senior management, responsible for maintaining a positive, collegial and cooperative working relationship with Canadore College
- Lead the development of campus-specific and University-wide policies and programs to enrich student life, foster a sense of community and to address students' personal and social needs while removing barriers to full participation by all stakeholders
- Participate in the negotiation of agreements with other institutions and agencies to address local campus student needs and issues
- Manage the development and submission of information on student programs and services and student life issues to external organizations by providing written materials for University publications, and representing the University in media interviews and at special events

Leadership in Student Development and Success Initiatives and Leadership for Student Appeal Process **20%**

Oversee the planning, delivery and evaluation of student services which support the evolving educational and learning needs of students: transition services, Indigenous student support, first generation support, career services, student life, student support, counselling, accessibility services, learning supports, , etc. Ensures that student services' policies, practices and procedures are culturally responsive, up to date and refreshed from time to time to enhance the student experience. This includes:

- Responsible for administering the Code of Student Rights and Responsibilities, reviewed annually to ensure that the policies are up to date accepted best practices
- Responsible for oversight of the development of policy and process to ensure the integrity of the Student Code of Conduct and appeal processes. The incumbent advises the Senior Leadership Team on potential appeal matters where policies or practices have not been followed or have been inappropriately administered and, as a result, may place the University in potential litigation
- Provide leadership in student services related committees, task forces and working groups
- Ensuring that student concerns related to service activities are addressed by the appropriate committee
- Identify important emerging issues in the area of student life and student issues
- Advise senior administrators on issues relating to student life at the University based on knowledge of student needs and challenges and make recommendations accordingly
- Receive and review all Security reports pertaining to student activity on campus. Respond directly or assign to an appropriate staff member for response under departmental processes for support, conduct or safety review
- Provide direction on policy and procedures related to the University's Emergency Management Plan
- Responsible for being on-call for emergency response to student concerns
- Responsible for leading the institutional response to students of concern, at risk, or in crisis
- Respond, inform and advise the senior leadership team on severe concerns for student and /or campus well-being, student issues, and provide support for student-related incidents on and off campus
- Responsible for acting as lead in matters related to students of concerns and students at risk or presenting risk of violence or threat to the university community
- Meet with individual students to respond to student administrative, academic, and personal concerns as required
- Responsible for the development and implementation of student service information systems and automation of related processes

Staff Development **15%**

The AVP, Students, is responsible for overseeing the hiring, training, supervision, progressive discipline and termination of all staff within Student Development and Services, ensuring standards of service, staff qualifications, professional development and training while ensuring consistency and equity of treatment and compliance with University standards, policies and collective agreements. The AVP, Students maintains a high level of staff performance through effective training, developing, motivating and evaluating of staff and external service contractors. The AVP, Students sets goals and

implementation strategies for all departments and ensures all departmental and Institutional policies, procedures, and collective agreements are properly adhered to through operational management, decision-making and problem solving which ensure the effective and efficient use of human, physical and fiscal resources. This includes:

- Provide leadership, supervision, training and support employees within Student Development and Services to complete required work and to initiate and implement new programs and services
- Work with/lead departmental staff on the development and implementation of various student success/learning processes and programs
- Monitor performance to ensure high quality of work
- Develop plans and work processes for projects based on understanding of project requirements and timelines
- Evaluate and discuss employee performance based on an assessment of individual's work and achievement to provide feedback and address performance-related issues as part of the employee development process
- Recommend relevant career development opportunities for staff to update and enhance their skills and knowledge
- Participate in and facilitate the resolution of complaints (informal and formal) and grievance processes with employees and the Human Resources Department
- Contribute to the mediation process of conflicts that may arise among staff members in the Student Development and Services
- Participate in orientation and training for new faculty and new academic and non-academic administrators on Student Development and Services policies, procedures and protocols

Internal and External Relations, Committees and Special Projects

15%

The AVP, Students is required to participate in extensive institutional and community collaboration, planning and implementation of agreements, projects and related Student Development and Services initiatives. This involvement includes internal and external contacts and communication for and on behalf of the University.

- Provide expert guidance and advice, as required, to the University's Emergency Response Team to ensure crises are effectively managed
- Provide counsel to senior management about the impact of changes to government policy/legislation
- Acts as the institutional leader responsible for reporting the University's PHIPA adherence and overall compliance with PHIPA to the Ministry and Directorate for compliance purposes and ensuring that the results are posted in accordance with government policy and is accountable for the issuing of official reports to government and external agencies, as well as internal statistical reports used for strategic decision making
- Acts as the institutional leader responsible for ensuring respect for and adherence to policies supporting the individual human rights and dignity of all students.
- Accountable for following up on any potential breaches of the Human Rights Code and leading the institutional response to student Human Rights Complaints
- Provide information, expert advice, and present institutional positions, to various internal and external committee's/groups
- Communicate and consult regularly with student leaders, including but not limited to the Nipissing University Student Union and various student groups on campus with respect to matters of interest and importance for students and provide them with ongoing mentorship and advice as needed
- Work closely with representatives from across the institution to address issues arising from and the implementation of current institutional policies as well as act as a consultant on the development of policies relating to student life at the University-wide level

Research and Planning

10%

Initiate research and lead planning efforts that will position Student Development and Services as an institutional and provincial leader in learning outcomes and research development. Innovatively plans ways to engage students so that their voices are heard; actively seeks their input and feedback on policies, programs and initiatives that may have an impact on them. Engages them in building solutions, communicating messages to their student bodies and ensuring

satisfaction in their experiences. Particular attention is paid to the unique needs of international students, and students on different campuses ensuring their learning and development needs are met. Work with staff and student organizations to identify and assign priority to key initiatives including:

- Lead the development, implementation and monitoring of organizational and departmental learning outcomes
- Stay up to date on current research to identify compatibilities with campus activities and develop programs and departmental structures and directions that reflect best practices for future, current and past students
- Scan the internal and external environments to identify issues impacting student success, and develop and implement related strategies
- Act as a catalyst for research focused initiatives to be completed department wide as administrative functions, in conjunction with faculty initiatives, and in provincial and national opportunities

QUALIFICATIONS

Education

Masters degree, preferably in one or more of the specialized areas of Administration, Education (adult or higher education preferred), or Counselling or an equivalent combination of education and work experience.

Training, Experience, Knowledge & Skills Required:

- Extensive experience in Student Services and Development management
- Eight to ten years of experience in progressive senior management positions within student development and/or services, demonstrating increasing responsibility for staff and administration of a service department or departments
- Substantial experience in the creation, administration and assessment of student life programs, with a particular focus on student learning
- Demonstrated success in: planning; defining and assessing student learning outcomes; building interdependent communities; implementing student affairs learning assessment
- Experience in policy development and budget management
- Demonstrated skills in leading, developing and supporting staff, and in managing organizational change
- Demonstrated track record and proven success in supporting student empowerment and success, and working effectively with a diverse student population, as well as an active commitment to the principles of diversity, inclusion and student success
- High level of integrity and ability to maintain privileged and confidential information
- In-depth knowledge of and demonstrated commitment to equity and diversity issues, and knowledge of related communities and organizations
- Proven success in working with governance and committee structures, and a collaborative, consultative working style
- Thorough knowledge of theory and practice in student development and student learning; awareness of and experience with current standards and best practices in student affairs practice and innovative approaches to supporting student success, gained through a formal academic program, and/or through practical experience, self-study, and attendance at relevant conferences and seminars
- Knowledge of and empathy for the range of issues and challenges facing post-secondary students
- Knowledge of student information management systems
- Demonstrated excellent interpersonal, organizational, oral and written communication and presentation skills that support consensus building and shared decision-making not only within the job's own portfolio but also with administrators, faculty and academic leaders
- Experience using conflict resolution mechanisms and strategies, and effective mediation skills
- Solid analytical and highly developed reasoning skills to solve a broad range of problems within a framework of broad policy and mandates
- Considerable judgment is required to plan and organize strategic, creative, policy and program forming solutions which may affect the entire organization
- Risk assessment skills contextualized in an academic environment

- Ability to respond to critical student issues involving different groups of professionals for assessment and to develop the circle of care for the student to continue, or to find the safest way for the student to be removed from the community

RELATIONSHIPS/CONTACTS:

Supervised by: Provost & Vice President, Academic

Directly Supervises:

- Director, Student Wellness
- Director, Office of Indigenous Initiatives
- Manager, Student Learning and Transition Services
- Manager, Residence Life
- Secretary, AVP Students
- Student Experience Coordinator, Access and Inclusion

Internal Contact

- Students, Staff, Faculty,
- Board of Governor

External Contacts:

- Community leaders
- Municipal government leaders and politicians
- MTCU personnel
- Council of Ontario Universities
- Vice President, Enrollment Management, Student Services and Recruitment, Canadore College
- Director, Facilities Operations, Canadore College
- Nipissing University Student Union
- Canadore College staff
- Canadore Students Representative Council
- Leadership at Partner Institutions
- Contract Service Providers
- International Partner Institutions
- Colleges Ontario

MATERIALS UTILIZED:

- General Office Equipment
- Code of Student Conduct,
- Various policies, procedures and legislation

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:

- Requirement to adjust priorities regularly
- Requirement to meet deadlines with quality products/reports may necessitate support in advice or resources from other parts of the institution
- Ability to connect with multiple stakeholders internally and externally
- Ability to remain calm/have high emotional intelligence
- Daily interruptions occur on a frequent basis that are unpredictable and involve conflicting priorities
- Work extended hours as a result of strict deadlines

- Work with exposure to emotionally charged situations
- Requirement to be on-call

I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.

Employee Name (please print)

Employee Signature

Date

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Approvals

Supervisor

Date

Human Resources

Date