

Nipissing University
JOB DESCRIPTION

JOB TITLE:	International Student Support Coordinator
CLASSIFICATION:	Full-time Support Staff
WAGE GRADE:	WG 60
SUPERVISOR:	Manager, International Student Support & Community Liaison

SUMMARY OF FUNCTIONS:

Under the direction of the Manager of International Student Support & Community Liaison, the International Student Support Coordinator is responsible for the overall coordination, implementation and evaluation of comprehensive orientation and transition programming targeted at international student at Nipissing University. This position will also act as the University administrator for University Health Insurance Program (UHIP) for international students, their eligible dependents and other international staff members who require UHIP such as postdoctoral researchers.

The coordinator will provide one-on-one advising and group information sessions aimed at enhancing the student experience and providing immigration information. This position involves the professional and competent application of appropriate advising procedures in a confidential and ethical manner in accordance with standards as set by the Canadian Bureau of International Education, the Immigration Consultants of Canada Regulatory Council and applicable professional associations.

DUTIES & RESPONSIBILITIES:

SUPPORT FOR INTERNATIONAL STUDENT SUPPORT

(90%)

- Present a welcoming and engaged presence in person, by telephone, email and virtually to all international student inquiries
- Oversee the development of orientation programming
- Develop and coordinate pre-departure sessions
- Coordinate student arrivals, including pick-up from airport and bus terminal
- Develop programming to assist with transition to Canada and student academic success (i.e set up a bank accounts, getting a SIN card, housing leases, academic integrity, etc.)
- Develop, coordinate and deliver specialized immigration workshops to international students
- Ensure all international students are registered in the University Health Insurance Program (UHIP)
- Maintain the UHIP database and keep up to date with University Health Insurance Program updates and regulations
- In collaboration with the Manager, assist in the hiring and training of student mentors and employees
- Advising on the interpretation of immigration regulations and other related government policies within the scope of RISIA certification (Regulated International Student Immigration Advisor) to students and other internal community members (i.e. Research Assistants, Post-Doc Fellows, etc.)
- Guides and advises each student and other internal stakeholders using best practice immigration consulting, balancing immigration requirements with relevant university policies
- Follow best practices and keep up to date on immigration news, international affairs and updates in policy and regulations related to international students and temporary residence permit holders in Canada
- Participating in the development, and revision, of processes and University best practices that impact international students to ensure they support and meet immigration law requirements (i.e. revising content in letters, website, etc.)
- Participate in campus wide training programs as required, including intercultural training and communication

- Develop and coordinate campus life and departmental events and activities, to celebrate the various cultural days and rituals of our students
- Create opportunities for students to promote and share their experiences with other students and/or the larger Nipissing population
- Ensure policy, practice and service delivery are congruent to Nipissing University's mission and values
- Coordinate student arrival, including pick up from airport and bus terminal
- Manage the ISMP (International Student Mentorship Program), including recruiting mentors and mentees
- Develop and monitor the mentor/mentee matching process and programs in order to more effectively integrate international students into both the Canadian and university environment
- Review and revision of all international student support communication, including handbook and website
- Respond to walk-in, email and telephone enquiries about international student supports at Nipissing University
- Maintain & monitor immigration documentation for international students
- Responsible for updating and tracking records for active international students year over year
- Maintain up-to-date resource library and oversee the international resource area
- Coordinate and plan social functions and special events for International students
- Minimize the risk and liability to the University by proactively assessing student's needs and situations
- Facilitate Risk Management waivers for International Student Mentorship Program activities and correspond with both mentors and mentees for these activities as directed
- Ensure payment arrangements for trips through the International Student Mentorship Program are registered with the finance office
- Liaise with the Finance Office to process UHIP billing and payments.
- Assist in preparing students with pre-arrival needs and coordinate pick-up in North Bay (airport and bus station).
- Work closely with North Bay and District Multicultural Center, Local Immigration Partnership (LIP)
- Liaise with the Ontario Universities International (OUI) Consortium
- Plan campus visits for our international and community partners
- Maintain and update FAQ fact sheets for community partners
- Maintain and update international student handbook
- Assist in the maintenance and updating of the International Student Support Services and Programs website, and social media pages
- Maintain inventory of student testimonials for departmental and community relations

ADMINISTRATIVE SUPPORT

(10%)

- Schedule appointments and set up meetings with various groups as necessary
- Responsible for creating semester report templates for International Student Mentorship Program programming and referrals

Any other duties as assigned.

QUALIFICATIONS:

EDUCATION: Undergraduate degree from a recognized post-secondary institution and a Regulated International Student Immigration Advisor certification (RISIA) or in the process of completing it.

Training and/or experience may be substituted for formal academic training at the discretion of the University.

Training, Experience, Knowledge & Skills Required:

- Two years of relevant work experience preferably in a post-secondary setting
- Maintain good standing with RISIA certification
- Excellent written and oral communication skills

- Excellent interpersonal and organization skills
- Excellent computer skills
- Ability of move/merge and import/export data files among software packages and systems
- Ability to work under pressure
- Ability to speak a second language would be an asset
- Tact, initiative, diplomacy, sensitive to needs of international students
- Ability to organize workload according to various requests in a deadline-oriented environment
- Ability to work in an open-office concept with ongoing interruptions
- Knowledge of the Immigration and Refugee Protection Act and Regulations, as well as Immigration, Refugees, and Citizenship Canada (IRCC) procedures, programs, and policies, including extensive knowledge of the various pathways for immigration to Canada.
- MS Office Suite, including Teams
- UHIP database
- Ability to protect the confidentiality of verbal and written communication concerning students
- Excellent customer service, adaptability and problem-solving skills
- Ability to work with minimal supervision
- Ability to develop workshops and presentations
- Excellent attention to detail
- Previous experience working, living, or studying abroad is considered an asset
- Knowledge of the campus and functions of other university departments
- Knowledge of services available to students from both internal and external sources

RELATIONSHIPS/CONTACTS:

Supervised by: Manager, International Student Support & Community Liaison

Internal contacts: Faculty, staff and students

External contacts:

- General Public
- North Bay and District Multicultural Centre
- Yes Employment
- Rural and Northern Immigration Program (RNIP)
- Official visitors such as representatives from other universities
- Insurance Companies
- Health care providers
- Government agencies such as Immigration, Refugee and Citizenship Canada (IRCC), H.R.D.C.
- Travel agencies, airlines, bus and train companies
- Parents
- International Exchange Partners
- Catering services
- Canadore Staff
- Non-Profit organizations

MATERIALS UTILIZED:

- General Office Equipment

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:

- Ability to respond to deadlines and work under pressure
- Mental and visual concentration
- Light to moderate demands
- Open office noise
- Frequent interruptions
- Shared work station
- Confidential Setting

I have read my position description and it has been reviewed with my supervisor. I understand what my duties and responsibilities 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