

Class No.:	Administrator
Original Date:	December 2024
Revision Date:	
Pay Group:	10

MANAGER, STUDENT AFFAIRS

NATURE AND SCOPE OF WORK

Reporting to the Associate Vice President, Student Success, the Manager, Student Affairs is responsible for providing strategic leadership for key programs and support services, advancing a vision of holistic student mental health and well-being, and meeting the needs and experiences of a diverse student body at Capilano University. The Manager leads the Student Affairs team (with oversight for well-being, rights and responsibilities, and complex case management for students) and the Counselling Services staff team (the administrative support group for the Counselling Services department).

The Manager liaises with various campus partners in the development and support of student-focused services which act to enhance student success at the institution. With colleagues in multiple teams (i.e., Counselling Services, Student Life, Athletics and Recreation, Housing, Indigenous Student Services and others), they co-lead innovative approaches to campus mental health, ensuring institutional policy, programs, processes, practices, and case management models are optimized. They work to enhance community building, inclusion, stigma reduction, proactive prevention, treatment services, training and education, crisis management, and other related aspects of student well-being. They also function as a key institutional lead for student conduct and sexual violence interventions and support, taking a holistic, trauma-informed, and harm-reduction approach to at risk behaviour.

The Manager will be an experienced leader, a strong collaborator, and a passionate supporter of student development. They will focus on the well-being of students, aiming to foster a vibrant university community grounded in the values of decolonization, equity, diversity, and inclusion.

ILLUSTRATIVE EXAMPLES OF DUTIES

Complex Case Management and Student Rights and Responsibilities

- Oversees the development of intervention and prevention programming that supports students in achieving success. This includes Your Early Support (YES) (early alert) program for students requiring support to navigate and access support and resources on campus or in the community.

- Leads the university's response to student behavior and conduct issues, ensuring that policy and protocol are followed.
- Oversees the student conduct and sexual violence investigations process, conducting investigations, engaging legal support, and guiding university employees as needed.
- Leads or supports with complex or grave student situations and student files that are or may have the potential for Human Rights/Risk Management/legal involvement.
- Makes time-sensitive decisions regarding complex case management, including determining when additional referrals of care may be needed.
- Works with the Manager, Indigenous Education and Affairs and the Director, Centre for International Experience to ensure effective, cross-department service and support.
- Ensures consistent record keeping and that data collection systems align with privacy provisions for academic and non-academic misconduct and case management files.
- Establishes and maintains relationships with the academic Faculties and other campus partners to ensure collaborative approaches to programming, planning, service referrals, delivery and engagement.
- Collaborates with the Director, Teaching and Learning, to support the Student Rights and Responsibilities Advisor with the academic misconduct process.
- Works collaboratively on committees and processes which require consideration of student wellness matters, such as behavioral intervention, threat assessment, and sexualized violence prevention and response.

Student Mental Health and Well-being Strategic Leadership

- In collaboration with other leaders (most notably, the Coordinator, Counselling Services, the Director, Athletics and Recreation, the Manager, Student Life, the Manager of Indigenous Student Services, and the Director, International Education) establishes a vision and provides leadership to CapU regarding student mental health and well-being initiatives, including developing and implementing strategic and operational goals.
- Envisions, develops, and implements new programs, initiatives, strategies, policies, and procedures related to student success and wellbeing.
- In conjunction with the Student Success unit's leadership team, oversees the development of health and well-being related programming in support of and in alignment with the Okanagan Charter.
- Works collaboratively and directly with the Coordinator(s) of Counselling Services to ensure the highest level of support for the delivery of services in the Counselling Services Department.
- In collaboration with other departments (most notably Student Life) oversees the development and delivery of workshops, seminars, and developmental opportunities for students, as well as, when appropriate, staff and faculty across the University.

Area Management

The Manager oversees two distinct but connected areas:

- The Student Affairs team (consisting primarily of student rights and responsibilities and student support advisors). This team is responsible for the YES Program, well-being programming, and student rights and responsibilities (student conduct and sexual violence response).
- The non-faculty staff employed in the CapU Counselling Services department. The Counselling Services department consists of faculty members and reception/administrative support (staff members). A faculty member is responsible for performing the role of Coordinator. The Manager, SA, will not be responsible for leading or running the Counselling Services group but will work with the Coordinator(s) to oversee the work, duties, and performance of the non-faculty (staff) employees in support of the vision and mandate of the department.

Leadership

- Manages the day-to-day operations including oversight and mentorship of full and part-time staff and performance management of direct reports.
- Maintains current, working knowledge of the staff and faculty Collective Agreements
- Develops and implements an annual operating plan and budget for the area in keeping with university objectives, policies and procedures.
- Facilitates a positive working environment which centres on employee well-being and growth, and that encourages a high level of performance, innovation, and creativity within the team.
- Encourages high morale and high-quality student service delivery through a respectful and equitable leadership style.
- Maintains continuous professional development for themselves and staff through self-directed professional reading, developing professional contacts with colleagues, identifying professional development opportunities, and attending training, conferences and/or courses.
- Contributes to the overall success of the University by performing other duties and responsibilities as assigned.

Policy Development and Implementation

- In collaboration with other administrators, Senate and Board Committees, the Manager oversees the development, review and implementation of university-wide policies including academic and non-academic student conduct and sexual violence policies and procedures.
- Ensures that campus partners receive appropriate communication and education about relevant policies and procedures.
- Collaborates with the Manager, Student Life to ensure delivery of training for employees and students to maintain understanding of policies and procedures surrounding student misconduct and sexual violence, including the orientation of new employees and students and other activities as appropriate or required.

Representation and Communication

- Builds and maintains collaborative partnerships across the University to ensure that staff and faculty are aware of the supports offered by the division.
- Contributes to or leads key CapU committees and working groups as related to the work of the Student Affairs team (for example, sits on the Duty of Care Committee).
- Maintains communication and consultation with the Associate Vice President, Student Success about all sensitive matters.
- Establishes and maintains an effective working relationship with the Capilano Students' Union, ensuring on-going collaboration between the university and the CSU.
- Represents the University regarding extraordinary activities, special initiatives, or committees at the community, provincial, national or international level.
- Leads and manages special projects or assignments on behalf of the AVP, Student Success
- Develops external relationships, including membership in relevant professional associations, to remain current with issues, trends, and promising practices.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Demonstrated ability to manage crisis interventions and emergencies.
- Evidence of an inclusive and collaborative approach to leadership.
- Proven ability to develop, monitor, and evaluate organizational plans and budgets.
- Excellent interpersonal skills, including teambuilding.
- Excellent written and oral communication including experience developing and administering policies.
- Experience developing and delivering workshops and programming.
- Experience with formal university processes, investigations, and legal implications.
- Demonstrated knowledge of post-secondary students, including subpopulations within, and their wellness needs.
- Experience with threat and risk assessment practices.
- Strong understanding of the professional standards for providing service to students.
- Knowledge of post-secondary environments and campus culture with several years of administration, student services and leadership experience.
- Knowledge of post-secondary policies and procedures development.
- Demonstrated ability to establish and maintain effective working relationships with all constituencies including students, staff, faculty, administration, external partners, and community members in support of the CapU vision.
- Demonstrated understanding of and experience with working in unionized environments.

REQUIRED TRAINING AND EXPERIENCE

- Bachelor's degree in a relevant field.

- Masters' degree in Counselling Psychology, Social Work, or relevant field is an asset.
- Five years of related work experience including counselling experience and leadership experience in a post-secondary, community health, or health care environment, of which at least two years is in post-secondary.
- Experience with student conduct processes and investigations.
- Three to five years management/supervision experience, ideally in a unionized environment.
- Formal training in crisis response, DEI practices, trauma informed practices and emergency management considered an asset.
- Experience or training in restorative justice practices is an asset.