

Class No.:	Administrator
Original Date:	August 2025
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Pay Grade:	10

JOB DESCRIPTION

MANAGER, STUDENT SERVICES – SQUAMISH

NATURE AND SCOPE OF WORK

Reporting to the Associate Vice President, Squamish, and working closely with the Associate Vice President, Student Success, the Manager, Student Services provides strategic leadership for student development, engagement, and well-being at Capilano University's Squamish campus. This position oversees services and programs that foster student success, campus belonging, and holistic well-being, while also leading initiatives in student services programming, and student recreation.

The Manager, Student Services leads and collaborates across academic and service departments, including Counselling Services, Athletics and Recreation, Student Housing, Indigenous Education and Affairs, and the Centre for International Experience, to deliver a vibrant student experience grounded in equity, inclusion, health and wellness. They champion a proactive, collaborative, and trauma-informed approach to student support and university policy implementation.

The Manager, Student Services has direct responsibility for delivery of programming on the Squamish campus and has responsibility for facilitating the Squamish delivery of programming from departments centred in North Vancouver.

ILLUSTRATIVE EXAMPLES OF DUTIES

Student Engagement and Leadership Development

- Lead the design and delivery of student life programming, including major events, student leadership programs, food security initiatives, and campus traditions.
- Oversee the Peer Leadership Program, Orientation and Transition, and the Co-Curricular Record.
- Provide strategic oversight for the Student Life Hub, ensuring programs are inclusive and responsive to student needs.
- Support student government and student-led initiatives; liaise with the Capilano Students' Union on co-sponsored programs.

Student Mental Health and Well-being Programming

- Co-lead campus-wide mental health and wellness strategies in alignment with the Okanagan Charter.
- Coordinate suicide prevention, wellness promotion, and peer health education initiatives.
- Collaborate with Counselling Services to support access to mental health services and ensure student-facing communication is clear and timely.

Student Recreation and Wellness

- Provide leadership for fitness, intramurals, outdoor recreation, and sport clubs.
- Coordinate scheduling and access to recreation spaces in collaboration with Academic scheduling, Facilities, Athletics and Recreation and Campus Operations.
- Develop partnerships with external fitness instructors, wellness providers, and community organizations.
- Contribute to recreation planning, facility upgrades, and budgeting to support accessible and sustainable recreation offerings.
- Work directly with the Department of Athletics and Recreation (North Vancouver) to collaborate on recreational and varsity athletic programming.

Diversity, Equity, Inclusion, and Belonging Programming (DEIB)

- Embed principles of diversity, equity, inclusion, decolonization, and anti-oppression into all programs and services.
- Coordinate education and prevention programs related to sexualized violence, in partnership with relevant campus teams.
- Promote inclusive student life and recreation offerings, with particular attention to underrepresented and equity-deserving groups.

Leadership and Administration

- Supervise full and part-time professional staff and support a collaborative, high-performance team culture.
- Supervise student employees supporting student growth and professional development.
- Oversee operating plans and budgets; ensure compliance with policies and collective agreements.
- Contribute to the development of policies related to student experience.
- Participate in professional development and lead training initiatives for staff, faculty, and students on student wellness, conduct, and community-building.

Key Areas of Facilitated Responsibility

Facilitated by the Manager and primarily delivered via departments centred on the North Vancouver campus:

- Facilitate the work of the Student Affairs department, most notably in the administration of the YES (Your Early Support) Program and sexual violence and student conduct processes.
- Facilitate the work of the Centre for Accessibility Services on the Squamish Campus.

- Facilitate the work of the Career Development Centre on the Squamish Campus.
- Collaborate with Indigenous Education & Affairs, Centre for International Education, Academic Advising, and other units to deliver integrated support to diverse student populations.
- Liaise with Student Housing leadership on student support, programming, and community-building in residence.
- Represent the Squamish campus in university-wide planning, wellness initiatives, policy reviews, and student experience strategies.
- Supporting the North Vancouver campus in the area of student conduct and complex case management.

REQUIRED TRAINING AND EXPERIENCE

- Bachelor's degree in a relevant field required. A master's degree in student affairs, counselling, social work, higher education, or related area considered an asset.
- 5+ years of progressive experience in post-secondary student services, including 3+ years of supervisory/management experience.
- Demonstrated experience in student engagement, mental health, conduct processes, trauma-informed support, and DEIB principles.
- Experience in recreation or wellness programming.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Demonstrated experience in project management and strategic planning.
- Ability to navigate multiple projects and staff management with efficiency.
- Knowledge of post-secondary environments and campus culture with administrative, student services and leadership experience.
- Considerable experience with event planning, promotional campaigns, educational outreach, and program development
- Strong understanding of DEI, culturally grounded, intersectional, and trauma informed approaches to student support programming.
- Strong interpersonal, crisis management, policy interpretation, and collaboration skills.
- Proven ability to function with a high degree of sensitivity, tact, and diplomacy.
- Ability to effectively resolve disputes, conflict, and high-risk situations.
- Demonstrated proficiency providing educational programming to faculty, staff, and students.
- Demonstrated understanding of and facility with working in unionized environments.
- Strong analytical and problem-solving skills.