



Class No.:	
Original Date:	March 2017 (New)
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Pay Group:	22

JOB DESCRIPTION

STUDENT SUCCESS FACILITATOR

SUMMARY

The purpose of the Student Success Facilitator position is to support and develop programs and services that meet the needs of students in achieving success in their educational experience at Capilano University. As a provider of student programs and services that will support student success, well-being and sense of belonging, the Student Success Facilitator is responsible for creating, planning, developing, and implementing programs within the Student Affairs department that will support students to achieve their goals and support student retention. The position is accountable for the coordination and evaluation of such programs and services within their portfolio, working collaboratively with other members of the Student Affairs team and wider Student Success department. This position reports to the Manager, Student Affairs.

DUTIES AND RESPONSIBILITIES

- Responsible for the coordination and operational aspects of student affairs programs and services. Key responsibilities include: supervising and evaluating engagement programs, organizing and planning student engagement events, developing marketing and promotional materials and liaison with students, student employees and campus partners.
- Facilitates and organizes student affairs events, including new student orientation, peer mentoring training and transition programming.
- Represents Student Affairs at other events such as International Student Orientation, Faculty Orientations, student union events etc.
- Provides support and administers student affairs special projects, which requires assisting with the preparation of work plans and project supervision.
- Monitors and maintains accurate data within the various information systems related to student affairs programs and services within the portfolio, such as the co-curricular record data base, volunteer database, and the student information system (Banner).

- Recruits and supervises volunteers and student staff as part of student development and leadership programs.
- Acts as a resource to the University community on matters related to student affairs and services including student development, retention and success.
- Organizes and assists with student life activities and events including orientation and engagement events, convocation, educational programs and university transition.
- Liaises with the student union and student groups related to student affairs and services.
- Follows higher education best practices and maintains ongoing professional development with relevant research and trends in student affairs and services.
- Participates in establishing goals and objectives for the department that support student success, well-being and promotes equity, diversity and inclusion.
- May be required to take training and act in the capacity of a floor warden as part of the University's Emergency Preparedness Plan (Fire, W.H.M.I.S, and Earthquake).
- Performs duties related to the qualifications and requirements of the position.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the policies, procedures and legislations governing student affairs and services within a post-secondary environment.
- Extensive knowledge of student development and student affairs research and best practices, .
- Demonstrated expertise in providing diverse peer based programs, and implementation and development of peer mentoring, supplemental instruction, or peer based programs.
- Significant knowledge and application of student leadership best practices.
- Knowledge of student well-being literature and best practices in support of harm reduction practices for mental and physical health, such as building resilience, managing conflict, stigma reduction, suicide prevention etc.
- Extensive knowledge of student data systems and software, such as Banner or another automated student record management systems.
- Demonstrated expertise in project and event management principles and practices.
- Knowledge and experience of clerical and office administration, including data base applications, e-mail, wider uses of Outlook, and internet research techniques, and understanding of user needs.
- Developed interpersonal skills, excellent verbal and written communication skills.
- Clearly evidenced experience of group leadership skills to support volunteer recruitment and supervision.

- Knowledge and relevant experience of learning and development outcome assessment and program evaluation.
- Excellent organizational skills in the management of competing priority tasks working with minimal supervision.
- Demonstrated knowledge and experience of event management skills, organizing and evaluating events, and writing event evaluation reports to support program growth.
- Ability to establish and maintain effective working relationships with a diverse group of employees, students and external partners.
- Knowledge of equity, diversity and inclusion principles to support approach when interacting with students who may require support with their mental or physical health or who experience social, economic, or other barriers to success.
- Capable of adapting to changing priorities and developments within the department, University and post-secondary sector.
- Ability to maintain confidentiality and to administer the privacy and freedom of information (FOIPOP) regulations, and deal with sensitive issues with tact and diplomacy.

REQUIRED TRAINING AND EXPERIENCE

- Bachelor's degree. Must have experience or additional training relevant to student affairs, student services, residence life, student life, student development, and/or student leadership.
- Three years of recent experience in student affairs within a post-secondary environment. Experience must include involvement in project management, student development and programming, program assessment, and/or event management.

REQUIRED LICENSES, CERTIFICATIONS AND REGISTRATION

- None