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Through our partnership with Indigenous.Link's Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

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The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

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Job Board Posting



Careers.Indigenous.Link

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Student Conduct Case Manager

Job ID	0E-F9-DE-D4-25-7F	
Web Address	https://careers.indigenous.link/viewjob?jobname=0E-F9-DE-D4-25-7F	
Company	Queen's University	
Location	Kingston, Ontario	
Date Posted	From: 2021-11-24	To: 2021-12-24
Job	Type: Full-time	Category: Office
Languages	English	

Description

Reporting to the Director- Student Conduct Office, the Student Conduct Case Manager is responsible for reviewing, investigating and adjudicating reported cases of alleged non-academic misconduct (NAM) under the Student Code of Conduct ("the Code"), as part of the university's NAM system, taking into account the well-being and safety of each student, and the community as a whole.

The Student Conduct Case Manager contributes to the university's work to set, and address, behavioural expectations for good citizenship, civility and personal conduct among students. This position helps guide campus programming aimed at fostering a living and learning environment that celebrates diversity, maintains mutual respect for the dignity, rights and well-being of others, promotes positive student engagement, and is safe -mentally, emotionally and physically -for all.

The Student Conduct Case Manager must be knowledgeable in their approach to cases involving sexual violence and specifically conduct trauma informed investigations as appropriate. The Student Conduct Case Manager must follow and adhere to the Policy on Sexual Violence Involving Queen's University Students and applicable procedures.

Using a developmental and educational approach, the Student Conduct Case Manager will meet with students who are alleged to have violated the Code, as well as complainants, witnesses and others impacted by alleged code violations, using the system's informal resolution process, referring cases to formal proceedings, as appropriate; and administer and monitor completion of educational sanctions that adhere to the principles of student development, restitution and restorative justice.

The Student Conduct Case Manager is an advocate for student learning and development and will work closely with the NAM Intake Office and other campus partners and stakeholders that are involved with, and who may adjudicate student conduct issues. The incumbent will divert cases to alternate university and community agencies and/or processes, in consideration of the health and well-being needs of the student(s) involved, and will work closely with case managers in the Support Services and Community Engagement portfolio to support timely response to, and referral of, students in distress.

As leader within the Support Services and Community Engagement team, the Student Conduct Case Manager plays an important role in the University's efforts to enhance equity, diversity, inclusivity, and indigeneity while contributing to the shared mission of supporting and engaging students in safe and meaningful ways.

Note: The schedule for this position may require the incumbent to work flexible hours, including occasional evenings and weekends, according to program or area needs.

KEY RESPONSIBILITIES:

- Investigate Student Code of Conduct violations which are presumptively Category 2 without bias and in accordance with university non-academic misconduct procedures and the administrative law tenets of procedural fairness.

- Manage cases in accordance with the Student Code of Conduct, the Policy on Sexual Violence Involving Queen's University Students, and the Harassment and Discrimination Prevention and Response Policy and associated procedures which includes informal and formal resolution processes.

- In consultation with the Director, develop and administer developmentally appropriate, educational, and restorative sanctions including prevention initiatives and monitor completion.

- Review, develop, and update documents and procedures related to non-academic misconduct, as appropriate.

- Develop regular statistical reports and summaries regarding case load, case types, trends, risks, sanctions and outcomes.

- Develop and maintain strong collaborative relationships with key resources and partners, on and off campus including, but not limited to, the NAM Intake Office, Student Community Relations, Support Services, Student Wellness Services, Residence Life, Athletics and Recreation, student governments, Legal Counsel, Human Rights and Equity Office, Faculty Offices, University Ombudsman, Campus Security and Emergency Services, etc.

- Refer cases, as appropriate, to alternate university processes in consideration of student health and wellbeing.

- Ensure appropriate record management and document storage practices that comply with government regulatory policies (e.g. FIPPA), are in place and are followed.

- Support educational outreach programs to foster good citizenship, respect and inclusion; contribute to increasing awareness of, and compliance with, the Student Code of Conduct, behavioural expectations, and the misconduct system. Assist as required in providing an appropriate and coordinated response to campus emergencies and student at risk situations.

- Develop and maintain appropriate and ongoing documentation of cases, findings and outcomes, tracking and record management processes.

- Serve as a member for campus committees as assigned.

- Other duties as required.

REQUIRED QUALIFICATIONS:

- University Degree, preferably a Master's, in education, or another related field, with a minimum of three to five years of relevant experience,

ideally in a student-centered environment.

â€¢ Demonstrated knowledge of, and experience with, legal/quasi-legal procedures and their application in a post-secondary environment; principles of procedural fairness and natural justice.

â€¢ Experience in administrative law, mediation and/or student conduct administration. Training and/or a certificate in dispute resolution or related discipline an asset.

â€¢ Experience in conducting investigations, applying evidentiary principles and writing reports and notices.

â€¢ Experience interpreting and administering administrative law, policies and procedures

â€¢ Understanding of key student development theories and their application with respect to conduct related issues.

â€¢ Demonstrated aptitude and experience working with people with diverse perspectives and backgrounds, upholding the principles of equity, inclusion and healthy communities.

â€¢ Satisfactory Criminal Records Check and Vulnerable Sector Screening required.

SPECIAL SKILLS:

â€¢ Strong interpersonal, collaboration, negotiation and relationship-building skills with students and colleagues, and a demonstrated solution-based approach.

â€¢ Excellent verbal and written communication skills. Ability to provide clear and concise communication to individuals in distress.

â€¢ Demonstrated ability to function effectively in teams, both within and across departments, and organizations.

â€¢ Demonstrated ability to respond to crisis situations dealing with complex issues.

â€¢ Strong discretion, judgment and decision-making skills in responding to, and managing, confidential matters in an appropriate and professional manner.

â€¢ Demonstrated ability to work with diverse populations and commitment to intercultural development, equity, diversity, inclusivity, and Indigenous initiatives;

â€¢ Strong self-management skills and ability to work in a high stress environment.

â€¢ Demonstrated ability to work effectively and efficiently with minimal supervision, and manage highly sensitive situations, a changing caseload, and competing priorities within strict timelines.

â€¢ Demonstrated interest in and understanding of the post-secondary environment.

â€¢ Strong computer literacy in Microsoft Office (Word, Excel, Powerpoint etc.) and creative project platforms (Rise360, Canva).

DECISION MAKING:

â€¢ Make decisions relating to the investigation and disposition of cases.

â€¢ Make recommendations to the Director with regard to process/policy/practice changes.

â€¢ Ability to distinguish between circumstances in which decisions can be made independently and those where consultation is needed.

â€¢ Make decisions with respect to the degree of risk that a situation may pose and the appropriate response.

â€¢ Make decisions regarding privacy, correspondence and recommendations to appropriate university bodies with respect to individual students.

â€¢ Decisions with regard to the initiatives or actions that should be undertaken.

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