



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links 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.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

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.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

Toll Free Fax: (877) 825-7564

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Job Board Posting



Careers.Indigenous.Link

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Coordinator Student Support Services – SAAS/Coordonnateur, Services De Support Aux Étudiants – SAAS

Job ID	D7-BB-1D-D6-EC-A9
Web Address	https://careers.indigenous.link/viewjob?jobname=D7-BB-1D-D6-EC-A9
Company	Bishop's University
Location	Sherbrooke, Quebec
Date Posted	From: 2021-05-03 To: 2021-10-30
Job	Type: Full-time Category: Miscellaneous
Job Salary	Class 10: \$23.10 To \$30.15 Per Hour / Classe 10: \$23.10 À \$30.15 De
Lâ€™heure	
Languages	Excellent Verbal And Written Communication Skills In Both English And French/
Bilingue â€™ FranÃ§ais Et Anglais	

Description

Posting 21-11 (Regular full time position)

The following statements are intended to describe the general nature and level of work performed. They are not representing an exhaustive list of all responsibilities, duties and skills required.

Bishop's University is seeking a Coordinator Student Support Services â€™ SAAS for a regular full-time position in the Counselling, Career & Accommodation Services Department. Reporting to the Manager of Counselling, Career & Student Accessibility Services, the incumbent will be responsible to coordinate and support the daily operations of Counselling, Career & Accommodation Services Department providing administrative, financial, crisis intervention and risk assessment to the department. With oversight from the Manager, the Coordinator will take the lead in maintaining policies and procedures that support effective clinical, training, and outreach functions of the unit. The coordinator also offers front line support to students, staff and faculty. This position has a work week of 37.5 hours from Monday to Friday with occasional evenings and weekends required.

Nature of Duties & Responsibilities:

- Works collaboratively within a service team context to ensure high standards of service provision.
- Screens and responds accurately to complex customer service complaints or inquiries, and implements corrective actions or identifies processes and systems that require improvement. Makes recommendations for changes.
- Responds consistently in a calm, caring and respectful manner to students presenting with a wide range of levels of distress and complexity of concern.
- Multitasks effectively in a very high paces work environment.
- Determines the urgency of requests for services and works closely with the Manager of Counselling, Career and Accessibility Services to manage smooth flow of clients in drop in periods in order to maximize student's access to resources.
- Schedules appointments and maintains an integrated scheduler/data base and file management system for all client contacts.
- Prepare and track financial and facility resources for the department. Analyze financial information, prepare financial forecasts.
- Maintains ongoing awareness of University & professional policies and practices; interprets policies and procedures related to the responsibilities of the position â€™ including FOIPOP, harassment and discrimination use of university systems and technology and relevant professional practice guidelines.
- Registers students for group and psychoeducational programs.
- Coordinate the Bishop's University Peer Tutoring Program & Job Search Website.
- Assist in coordinating registration of students requiring accommodations.
- Ensures that reception and waiting room space are well maintained ensuring that office supplies and information materials in pamphlet displays are stocked.

- Maintains the schedules of counsellors, coordinators and trainees.
- Organizes and arranges meetings, facilities, workshops and other functions (i.e preparing and organizing information packages for meetings, workshops, and special events, recording and preparing meeting minutes).
- Develops and maintains the community referral database.
- Responds to urgent and immediate requests calmly and effectively.
- Other tasks as assigned.

AFFICHAGE 21-11 (Poste regulier Ã temps plein)

Les ÃnoncÃs suivants sont destinÃs Ã dÃcrire la nature et le niveau de travail gÃnÃral. Ils ne reprÃsentent pas une liste exhaustive de toutes les responsabilitÃs, tÃches et aptitudes requises.

L'UniversitÃ Bishop recherche un Coordonnateur, Services de Support aux Ãtudiants Ã SAAS pour un poste rÃgulier Ã temps plein dans le dÃpartement des Services Psychosociaux, Orientation CarriÃre et AccessibilitÃ aux Ãtudiants

Se rapportant au Gestionnaire des Services Psychosociaux, Orientation CarriÃre et AccessibilitÃ aux Ãtudiants, le titulaire du poste est responsable de coordonner et supporter les opÃrations quotidiennes du dÃpartement des Services Psychosociaux, Orientation CarriÃre et AccessibilitÃ aux Ãtudiants en fournissant au dÃpartement du support administratif et financier et en intervention de crise et Ãvaluation des risques.

Sous la supervision du Gestionnaire, le Coordonnateur dirigera et assurera le maintien des politiques et procÃdures qui appuient les activitÃs cliniques, de formation et de sensibilisation.

Le coordonnateur offrira Ãgalement un soutien de premiÃre ligne aux Ãtudiants, au personnel et aux professeurs. La semaine de travail est de 37.5 heures, du lundi au vendredi avec des soirÃes et fins de semaine occasionnelles.

Nature des tÃches:

- Fournit Ã la clientÃle un excellent support de premiÃre ligne, transparent et accessible, une intervention en situation de crise et une Ãvaluation des risques selon les besoins.
- Filtre et rÃpond avec prÃcision aux demandes complexes et plaintes de la clientÃle et met en Ãuvre des actions correctives ou identifie les processus et systÃmes qui doivent Ãtre amÃliorÃs. Propose des changements.
- RÃpond aux Ãtudiants se prÃsentant avec des prÃoccupations complexes et vivant de la dÃtresse de maniÃre respectueuse, calme et attentionnÃe.
- Effectue des tÃches simultanÃes efficacement dans un environnement de travail Ã rythme ÃlevÃ.
- DÃtermine le niveau d'urgence des demandes de services et travaille en Ãtroite collaboration avec le Gestionnaire des Services Psychosociaux, Orientation CarriÃre et AccessibilitÃ aux Ãtudiants afin de coordonner efficacement l'affluence de la clientÃle pour maximiser l'accÃs des Ãtudiants aux ressources.
- Planifie les rendez-vous et maintient un systÃme intÃgrÃ de calendrier/ base de donnÃes et gestion des fichiers pour tous les contacts clients.
- PrÃpare et effectue le suivi des ressources financiÃres et matÃrielles du dÃpartement. Analyse les informations financiÃres et prÃpare des prÃvisions financiÃres.
- MaÃtrise et maintient une connaissance et une comprÃhension des politiques et pratiques professionnelles et universitaires ; interprÃte les politiques et les procÃdures liÃes aux responsabilitÃs du poste Ã y compris FOIPOP, le harcÃlement et la discrimination, l'utilisation des technologies et systÃmes de l'UniversitÃ et toutes autres politiques ou procÃdures pertinentes.
- Inscrit les Ãtudiants aux rÃunions de groupe et aux programmes psychoÃducatifs.
- RÃpond aux demandes d'information, planifie les rendez-vous de la clientÃle, aide Ã l'intervention en situation de crise et met en contact les clients avec le personnel et les ressources appropriÃes.
- Coordonne le programme de tutorat par les pairs de l'UniversitÃ Bishop.
- Coordonne le site Web de recherche d'emploi de l'UniversitÃ Bishop.
- Aide Ã coordonner l'inscription des Ãtudiants nÃcessitant des accommodements.
- S'assure que la salle d'attente et de rÃception est bien entretenue en s'assurant que les fournitures de bureau et que les brochures d'information soient disponibles dans les prÃsentoirs.
- Tient Ã jour les horaires des conseillers, des coordonnateurs et des stagiaires.
- Filtre et rÃpond avec prÃcision Ã une variÃtÃ de demandes de renseignements de nature interprÃtative en personne, par Ãcrit ou Ã l'oral et fournit des rÃfÃrences aux Ãtudiants. Fournit des informations prÃcises et claires au public, aux Ãtudiants et Ã la communautÃ universitaire concernant les services de conseil et autres ressources disponibles sur le campus.

- Développe et maintient la base de données de références communautaire.
- Effectuer toutes autres tâches connexes au besoin.

Experience

- Minimum three years of experience in a front-line position.

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- Minimum de trois années d'expérience dans un rôle de première ligne.

Credentials

- Non-violent Crisis Intervention Training considered an -asset;
- Current Mental Health First Aid Training;
- Current St. John Ambulance First Aid Training

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- Formation en Intervention non violente en situation de crise est un atout;
 - Formation en Premiers soins en santé mentale 1 jour;
 - Formation en secourisme Ambulance Saint-Jean 1 jour.

Education Requirements

College Diploma (Technical D.E.C./ 3year program).

Diplôme d'études collégiales (D.E.C. technique / programme de 3 ans).

Essential Skills

- Experience with basic accounting;
- Excellent organizational skills and ability to work collaboratively and independently;
- Computer literacy (Microsoft Office, Microsoft Excel, Microsoft Outlook).

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- Expérience avec les notions de base en comptabilité;
 - Excellentes compétences organisationnelles et capacité à travailler en collaboration et de façon autonome;
 - Compétences informatiques (Microsoft Office, Microsoft Excel, Microsoft Outlook).

Additional Skills

- Previous counselling experience considered an asset.

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- Expérience en services de conseil est un atout.

Other

Bishop's University implements an equal access employment / program under the Act respecting equal access to employment in public bodies and welcomes applicants who are committed to upholding the values of equity, diversity, and inclusion and who will assist us expand our capacity for diversity and inclusion. We encourage applications from members of groups that have been historically disadvantaged and marginalized, including Indigenous peoples, visible and ethnic minorities, persons with disabilities, women and LGBTQ2+.

L'Université Bishop's applique un programme d'accès égal en emploi issu de la Loi sur l'accès égal en emplois des organismes publics et accueille les candidats qui s'engagent à respecter les valeurs d'équité, de diversité et d'inclusion et qui nous aideront à accroître notre capacité en matière de diversité et d'inclusion. Nous encourageons les candidatures de membres de groupes historiquement défavorisés et marginalisés, notamment les peuples autochtones, les membres des minorités visibles et ethniques, les personnes handicapées, les femmes et les personnes LGBTQ2+.

How to Apply

If interested, please submit your curriculum vitae and cover letter, including what position you are applying for by May 30, 2021 before 4:00 pm to careers@ubishops.ca

Per the Collective Agreement, priority will be given to qualified internal applicants. Please note that only candidates selected for an interview will be contacted and testing may be required; thank you for your interest. We provide support in the recruitment processes to applicants with disabilities, including accommodation that takes into account an applicant's accessibility needs. If you require accommodation in order to participate as a candidate in the recruitment process, please contact careers@bishops.ca

S.V.P. faire parvenir votre curriculum vitae ainsi qu'une lettre de présentation, en indiquant pour quel poste vous

appliquez d'ici le 30 mai 2021, 16 :00 Ã careers@ubishops.ca

Tel que prÃ©vu Ã la Convention Collective, prioritÃ© sera accordÃ©e Ã un candidat interne qualifiÃ©. Veuillez noter que seules les personnes retenues pour une entrevue seront contactÃ©es, et que des tests de sÃ©lection peuvent Ãatre administrÃ©s ; merci pour lâ€™intÃ©rÃªt manifestÃ©. Dans le processus de recrutement, nous fournissons un soutien aux personnes handicapÃ©es afin de rÃ©pondre aux besoins en prÃ©venant et en Ã©liminant les obstacles Ã lâ€™accessibilitÃ©. Si vous n'Ã©cessitez de mesures d'adaptation pour participer en tant que candidat dans le processus de recrutement, veuillez contacter careers@bishops.ca