



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 L'heure		
Languages	Excellent Verbal And Written Communication Skills In Both English And French/ Bilingue – 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.

Bishopâ€™s University is seeking a Coordinator Student Support Services – 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 oversite 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 studentâ€™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 Bishopâ€™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 Ã©noncÃ©s suivants sont destinÃ©s Ã dÃ©crire la nature et le niveau de travail gÃ©nÃ©ral.

Ils ne reprÃ©sentent pas une liste exhaustive de toutes les responsabilitÃ©s, tÃ¢ches et aptitudes requises.

Lâ€™UniversitÃ© Bishopâ€™s recherche un Coordonnateur, Services de Support aux Ã‰tudiants â€“ SAAS pour un poste rÃ©gulier Ã temps plein dans le dÃ©partement des Services

Psychosociaux, Orientation CarriÃ¨re et AccessibilitÃ© aux Ã‰tudiants

Se rapportant au Gestionnaire des Services Psychosociaux, Orientation CarriÃ¨re et AccessibilitÃ© aux Ã‰tudiants, le titulaire du poste est responsable de coordonner et supporter les opÃ©rations quotidiennes du dÃ©partement des Services Psychosociaux, Orientation CarriÃ¨re et AccessibilitÃ© aux Ã‰tudiants en fournissant au dÃ©partement du support administratif et financier et en intervention de crise et Ã©valuation des risques.

Sous la supervision du Gestionnaire, le Coordonnateur dirigera et assurera le maintien des politiques et procÃ©dures qui appuient les activitÃ©s cliniques, de formation et de sensibilisation.

Le coordonnateur offrira Ã©galement un soutien de premiÃ¨re ligne aux Ã‰tudiants, au personnel et aux professeurs. La semaine de travail est de 37.5 heures, du lundi au vendredi avec des soirÃ©es et fins de semaine occasionnelles.

Nature des tÃ¢ches:

-Fournit Ã la clientÃ©le un excellent support de premiÃ¨re ligne, transparent et accessible, une intervention en situation de crise et une Ã©valuation des risques selon les besoins.

-Filtre et rÃ©pond avec prÃécision aux demandes complexes et plaintes de la clientÃ©le et met en œuvre des actions correctives ou identifie les processus et systÃmes qui doivent Ãªtre amÃ©liorÃ©s. Propose des changements.

-RÃ©pond aux Ã‰tudiants se prÃ©sentant avec des prÃ©occupations complexes et vivant de la

dÃ©tresse de maniÃ“re respectueuse, calme et attentionnÃ©e.

-Effectue des tÃ¢ches simultanÃ©es efficacement dans un environnement de travail Ã rythme Ã©levÃ©.

-DÃ©termine le niveau d'urgence des demandes de services et travailles-en Ã©troite collaboration avec le Gestionnaire des Services Psychosociaux, Orientation CarriÃ“re et AccessibilitÃ© aux Ã©tudiants afin de coordonner efficacement l'affluence de la clientÃ“le pour maximiser l'accès des Ã©tudiants aux ressources.

-Planifie les rendez-vous et maintient un systÃ“me interactif de calendrier/ base de donnÃ©es et gestion des fichiers pour tous les contacts clients.

-PrÃ©pare et effectue le suivi des ressources financiÃ“res et matÃ©rielles du dÃ©partement. Analyse les informations financiÃ“res et prÃ©pare des prÃ©visions financiÃ“res.

-MaÃ®trise et maintient une connaissance et une comprÃ©hension des politiques et pratiques professionnelles et universitaires ; interprÃ©te les politiques et les procÃ©dures liÃ©es aux responsabilitÃ©s du poste Ã y compris FOIPOP, le harcÃ“lement et la discrimination, l'utilisation des technologies et systÃ“mes de l'universitÃ© et toutes autres politiques ou procÃ©dures pertinentes.

-Inscrit les Ã©tudiants aux rÃ©unions de groupe et aux programmes psychoÃ©ducatifs.

-RÃ©pond aux demandes d'information, planifie les rendez-vous de la clientÃ“le, aide Ã l'intervention en situation de crise et met en contact les clients avec le personnel et les ressources appropriÃ©es.

-Coordonne le programme de tutorat par les pairs de l'universitÃ© Bishopâ€Ms.

-Coordonne le site Web de recherche d'emploi de l'universitÃ© Bishopâ€Ms.

-Aide Ã coordonner l'inscription des Ã©tudiants nÃ©cessitant des accommodements.

-S'assure que la salle d'attente et de rÃ©ception est bien entretenue en s'assurant que les fournitures de bureau et que les brochures d'information soient disponibles dans les prÃ©sentoirs.

-Tient Ã jour les horaires des conseillers, des coordonnateurs et des stagiaires.

-Filtre et rÃ©pond avec prÃécision Ã une variÃ©tÃ© de demandes de renseignements de nature interprÃ©tative en personne, par Ã©crit ou Ã l'Ã©moration et fournit des rÃ©fÃ©rences aux Ã©tudiants. Fournit des informations prÃécises et claires au public, aux Ã©tudiants et Ã la communautÃ© universitaire concernant les services de conseil et autres ressources disponibles sur le campus.

-DÃ©veloppe et maintient la base de donnÃ©es de rÃ©fÃ©rences communautaire.

-Effectuer toutes autres tÃ¢ches connexes au besoin.

Experience

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

-Minimum de trois annÃ©es d'expÃ©rience dans un rÃ©le de premiÃ“re ligne.

Credentials

-Non-violent Crisis Intervention Training considered an asset;

-Current Mental Health First Aid Training;

-Current St. John Ambulance First Aid Training

-Formation en Intervention non violente en situation de crise est un atout;

- Formation en Premiers soins en santé mentale à jour;
- Formation en secourisme Ambulance Saint-Jean à 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.

-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 à l'égalité en emploi issu de la Loi sur l'accès à l'égalité en emplois des organismes publics et accueille les candidats qui s'engagent à respecter les valeurs équitables, 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'à une lettre de présentation, en indiquant pour quel poste vous appliquez dans le 30 mai 2021, 16 :00 à careers@ubishops.ca

Tel que prévu à la Convention Collective, priorité sera accordée à un candidat interne qualifié. Veuillez noter que seules les personnes retenues pour une entrevue seront contactées, et que des tests de sélection peuvent être administrés ; merci pour l'intérêt manifesté. Dans le processus de recrutement, nous fournissons un soutien aux personnes handicapées afin de répondre aux besoins en prevenant et en éliminant les obstacles à l'accessibilité. Si vous nécessitez de mesures d'adaptation pour participer en tant que candidat dans le processus de recrutement, veuillez contacter careers@bishops.ca