

## JOB DESCRIPTION

Position	Student Development Officer – Academic Success Coach	Hours	Averaging 35 hrs/week
Classification	Hay	Date	July 2017
Dept	Student Affairs		
Reporting To	Director, Student Affairs	Group	Non-Union

Cape Breton University is committed to becoming a “best in class” provider of services for students in order to enhance student success, student satisfaction and retention/recruitment. It is the role of Student Affairs to support students’ transition to university, persistence toward graduation and personal growth through an integrated system of professional and peer supported services, and to connect our students to CBU.

### PURPOSE:

Reporting to the Director, the Student Development Officer (SDO) will participate in the continued integration of student supports related to academic advising, coaching, and career services. The SDO will ensure that entering students (primarily first year, but also other new-to-CBU students) receive appropriate academic advice and that they establish productive relationships with faculty, staff, and other students. The SDO will program activities designed to assist students in making critical transitions, develop their academic plans, connect with other students, and engage with learning communities.

These results are achieved through the maintenance, future development, and implementation of new student orientation and transition programming; coordination, implementation and review of service learning project(s); advancement and implementation of skill development programming for student leaders; and operationalizing communications projects including the development of online student resources such as the student handbook, program websites, and other public relations/promotional campaigns. The SDO will also design and implement student development related sessions and workshops for students, staff, and faculty.

As part of the Student Affairs Team, the SDO will be assigned specific areas of responsibilities from a slate of services, but will support other employees in the delivery of their assignments and liaise with providers across campus. The SDO’s portfolio will include primary assignment(s) from the following areas:

- First Year Advising Centre
- Academic Success Coaching
- Student Orientation
- Transition Programs
- Campus Life
- Community volunteer opportunities
- Co-curricular record

- Career services

## **SPECIFIC RESPONSIBILITIES:**

The SDO will participate in the development and delivery of outcomes-based student development initiatives that complement the mission of Student Affairs, reflecting the guiding principles of the importance of the first-year experience, peer-to-peer relationships/mentorship, leadership development and academic excellence. This will be achieved through the development and implementation of diverse programs, and integrating and enhancing University support services within the campus community by working with other University departments and various community agencies within the Cape Breton Regional Municipality.

**Student Advising:** Of the utmost importance to the retention and success of a student is the importance the institution places on academics and the advice received to guide the student on their journey to academic success at the institution. The role of the SDO is to provide relevant and pertinent advice to first-year students to launch them on the road to success.

### 1. Academic advising:

- Oversee the operation of the First Year Advising Centre and supervision of student employees
- Deliver one-on-one academic advising and coaching to first-year students.
- Ensure students are aware of academic requirements and policies.
- Document advising notes on the Student Information System (theSIS).
- Refer appropriate students for faculty advising.
- Complete degree worksheets.
- Help identify at-risk students and support the provision of appropriate assistance.

### 2. Academic coaching:

Academic success coaching is a process of supporting students in developing their skills and abilities (such as study, time management, and note-taking skills). Academic success coaches are interested in students' academic success and knowledgeable about strategies that students can use and campus resources they can access to help them be successful.

- Meet one-on-one with students to develop a supportive relationship and discuss their academic goals and how to reach them (ensure availability to meet with students outside of regular hours).
- Co-create an academic plan and discuss students' strengths and areas in which they could improve.
- At the end of a coaching appointment a student should have clear goals and a plan for achieving them.
- Develop an academic planning document and other coaching resources (e.g.

intake papers, worksheets, etc.).

- Participate in the development of tools for evaluating the impact and success of academic success coaching.
- Help promote academic success coaching to faculty, students, and staff.

### 3. Career Advising:

- Deliver one-on-one career advising to students as it relates to the student's career options and related academic requirements.
- Administer diagnostic testing as required.

### 4. Transition to University:

- Manage and continue the development and implementation of university wide orientation activities.
- Liaise with residence and campus life staff and the Students' Union in the planning of orientation events and other events relating to student success.
- Manage and continue development of the Start Smart! and Stay Smart! programs.
- Participate in the hiring, training, and supervision of Peer Success Coaches.

### General responsibilities:

- Maintain close contact with other advisors.
- Liaise, as required, with other university employees such as faculty, Deans, Assistants to the Deans, Registrar's Office staff, Students' Union, student societies.
- Participate in orientation programming for all new students.
- Arrange and participate in the delivery of regular peer-to-peer education support seminars, involving relevant university employees (faculty and staff).
- Ensure that all programs reflect the broad range of cultural, racial, ethnic and socio-economic diversity of CBU students.
- Make appropriate referrals for students with specific needs (health, psycho-social, learning challenges, financial needs, career or academic needs).
- Utilize social media to provide students with easy access to timely and relevant information. Contribute to Student Affairs web site content.
- Research best practices and trends in student development in post-secondary education and provide recommendation.
- Continual review of implemented student success programs.
- May participate in student related events such as banquets, convocation, etc.
- Participate in other projects as assigned by the Director.

Some evening and weekend work will be required.

## **QUALIFICATIONS:**

- Baccalaureate degree in a relevant area with additional credentials/experience in academic counselling such as Education, Psychology, Social Work. A graduate degree would be considered an asset.
- Knowledge of CBU academic programs and policies.
- Proficiency in MS Office.
- Understanding and appreciation of the student experiential learning interconnection with academic success with an ability to inspire and motivate students.
- Enthusiastic about university student success and must be able to demonstrate the ability to identify and implement innovative and effective programs.
- Excellent oral and written communication skills.
- Ability to work with minimum supervision as well as within a team.
- Effective time management skills.
- Demonstrated problem solving abilities.
- Willingness and ability to work irregular hours, including some weekend work.
- Knowledge in the practical application of student development and advising.
- Experience in facilitating partnerships with constituents from a variety of institutional functional areas (students, student leaders, staff, faculty and administration).
- Ability to relate to students in a manner that engenders trust and confidence.
- Ability to speak in public and knowledge of a variety of training methods.
- Demonstrated experience in coaching and mentoring of student leaders and staff.
- Commitment to improving and enhancing the student experience.
- Understanding of professional best practices for programs, policies and staff development.