



JOB DESCRIPTION

Position:	International Student Advisor		
Classification:	Band 10	Date:	February 2010
Dept:	Student Services	Job Category:	Stand Alone
Reporting To:	Manager, Enrolment Services (International)	Group:	CUPE

PURPOSE:

The International Student Advisor will provide support, guidance and advocacy for incoming international students that will include financial, personal, and social matters. The International Student Advisor is a key to the success to international students by supporting their transition to life at Cape Breton University and Canada. This will include introducing students to Canadian culture, heritage, customs and laws, and supporting their success through a successful immersion to university life. With more than 45 countries represented at CBU, the incumbent will exercise initiative, sensitivity, and tact to prevent social stressors from interfering with academic success.

SPECIFIC RESPONSIBILITIES:

The International Student Advisor will provide a range of supports to international students that fall in the financial, personal, and social areas. This will include significant liaising with a range of external agencies, coordinating a variety of appropriate activities, and maintaining currency with governmental laws and procedures. Support, guidance, and advocacy must be tailored to the cultural and individual needs of the students served and will vary throughout the year and over time.

Financial and Legal Support: Liaise with a variety of agencies such as Citizenship and Immigration Canada, Canada Revenue Agency (CRA), health care insurance companies, hospitals, police, churches, etc. to enable international students to study and work legally and successfully.

- Contact relevant community groups and personnel on campus so that the best possible support system for international students is available during their academic stay at CBU.
- Research and monitor changes made by federal and provincial departments that may affect international students and act on changes as required.
- Act as the primary liaison with Citizenship and Immigration Canada and embassies regarding issues encountered by international students such as visa, immigration status.
- Serve as the Designated Institutional Representative (DIR) with respect to off-campus work permits.
- Liaise with insurance carriers regarding health coverage issues.

- Liaise with CRA on tax issues as students are considered residents and have obligations and rights.
- Utilize RADAR as required and recommend improvements to accommodate international student issues (example, recording passport numbers).
- As required, liaise with police and lawyers on issues such as criminal matters or landlord disputes.

Social and Cultural Supports: Within an established budget, liaise with individual students, organize and coordinate a variety of social and cultural activities that are educational yet fun. Activities will include off campus events to expose students to Cape Breton life and on campus events throughout the year. Because of the nature of the involvement with students and their isolation, the International Student Advisor will act as mentor and support to individuals needing assistance.

- Establish contact with students after admission to support their acceptance of the offer of admission and ease their arrival.
- Provide preliminary information to students prior to their departure for Canada.
- Develop and implement orientation programs and ongoing services needed throughout the students' experience at CBU.
- Create, plan, and coordinate numerous events for groups such as the annual banquet, area tours, etc.
- Arrange tours to introduce students to Sydney and Cape Breton such as Louisbourg, hockey games, sailboat tours, etc.
- Using group and individual presentations, introduce students to CBU rules and regulations such as the Scent Reduction Policy.
- Arrange and coordinate a series of informative lectures by community agencies, e.g. legal and health, Discrimination and Harassment Policy.
- Meet with individual students encountering difficulties and provide counsel or appropriate referral.
- Provide support for housing issues - on and off campus. Advocate with Residence Manager or landlords when required.
- Serve as an advocate for individuals and/or groups on issues. Liaise with appropriate on or off campus agencies.
- Serve as a mentor and provide counsel to individual students facing emotional, health, and mental health issues. Refer when appropriate.
- The International Student Advisor may respond to urgent issues via cell phone.

Research and Investigation: Research a range of issues to ensure currency with Canadian legal requirements. Maintain sensitivity around cultural and/or religious beliefs. Attend conferences and liaise with other universities to examine new ways to provide improved services. Make recommendations to Director.

- Maintain currency with visa and immigration laws.
- Become familiar with the various cultures of international students.
- Participate in on-campus committees.

Other projects or duties as required from time-to-time as assigned.

QUALIFICATIONS:

- Baccalaureate degree
- Minimum of five (5) years of work experience, of which three (3) years has involved advising/counseling of students in a post-secondary environment; work experience in participating in, planning and delivering international student service preferred.
- Familiarity with Citizenship and Immigration Canada and CRA policies and regulations affecting international students.
- Demonstrated excellent communication skills, particularly with individuals with cultural and language differences.
- Knowledge of international student needs and demonstrated sensitivity to multiculturalism.
- Demonstrated positive commitment to CBU and support of students.
- Excellent organizational and interpersonal skills.
- Proficiency with computer systems and software such as Windows, Word, Excel, E-mail and Internet. Familiarity with, or willingness and ability to learn RADAR.
- Willingness and availability to work irregular hours.

International Student Advisor

Date

Human Resources

Date

Finalized:	February 2010
Revised:	February 2012
Revised reporting line	August 2014
Revised reporting line	2017
Evaluated:	March 2010