



Columbia College
Vancouver, Canada

Since 1936 Columbia College has offered quality educational programs, including a University Transfer Program fully integrated into the BC Transfer System, an Associate Degree Program certified by the Ministry of Advanced Education, a University Preparatory Program, and a High School Program certified by the Ministry of Education. Thousands of Canadian and international students have progressed through Columbia College's programs to Canadian universities or successful careers.

Rights and Responsibilities Coordinator

SUMMARY:

The Student Rights and Responsibilities Coordinator works closely with the Director of Student Services and other stakeholders on the implementation and administration of college-wide systems and processes for student conduct and supporting a collaborative effort of building a safe and respectful working and learning environment for students through assisting with educational programming, communication and coordination of the college's policies and responses related to student conduct and success. The responsibilities of this position include the following areas, related to students: Freedom of Expression, Policies and Procedures, Honesty and Integrity, Safety, Accountability, Privacy, Accessibility, Equity, and Inclusion.

Working Hours:

The working hours for this position are Monday to Friday, 9:30 am to 5:00 pm, with the flexibility to change hours when meetings are held in the evenings or Saturdays.

DUTIES/RESPONSIBILITIES included, but not limited to:

- Collect information about reports of violations of the Student Rights and Responsibilities and relevant policies
- Initiate and facilitate the resolution of student conduct and/or other matters pertaining to students
- Assist with student disciplinary processes related to probationary status, appeal, and plagiarism
- Assist with document incident report data management
- Assist with collection, distribution, and data management of letters in matters of student conduct violations
- Assist with the collection, distribution, and record-keeping of AIAC reports, Grade appeal reports, and other relevant documents
- Collect and maintain the Student Services student-related issues database (SharePoint, CAMS)
- Track and assess patterns of conduct concerns, including sanction recording and follow-up
- Attend meetings and work in collaboration with student programs and/or committees on student-related activities and events on and off campus
- Ensure and maintain confidentiality, promote the privacy and freedom of information privacy regulations
- Follows best practices and keeps current with student development research and trends in student conduct
- Liaise with the College's Indigenous Consultant when appropriate
- Attend meetings and work in collaboration with student programs and/or committees on student-related activities and events on and off campus
- Other duties as assigned

Student Support

- Provide information in a supportive and professional manner to students seeking information and guidance concerning educational policies and procedures such as student appeal, complaint, and academic standing, and inform students of their right to advocacy support as required
- Provide information and support to students on issues related to safety, honesty and integrity, freedom of expression, privacy and equity, and inclusion
- Proactively respond to student requests

- Redirect inquiries and refer to other external services as necessary
- Assist in running information workshops for students on probation and those required to withdraw
- Develop information workshops for Grade Appeals
- Collect and maintain records of recovery plans (educational plan) from students with a probationary status
- Communicate with students during their probationary status to ensure that they are connected to resources, follow up on their recovery plan, and alert counselors if intervention is needed
- Communicate with students re-admitted to the College about their responsibilities and connect them with a counselor for course planning and support
- Connect students inquiring about Authorized Leave with the immigration advisor
- Liaise with student groups on issues related to Freedom of Expression, Policies, and Procedures, Honesty and Integrity, Safety, Accountability, Privacy, Accessibility, Equity, and Inclusion.

Prevention and Awareness

- Proactively encourage positive student conduct choices and appropriate behavior via outreach efforts
- Provide information outreach to the College community regarding student rights and responsibilities, including Safety, Honesty and Integrity, Freedom of Expression, Privacy and Equity and Inclusion,
- Organize and assist with workshop sessions regarding Student Rights & Responsibilities, Probationary Status, and other topics related to student affairs.
- Work with stakeholders on ensuring that the policies pertaining to student safety and conduct are up to date in all publications
- Assist with student life activities and events including student orientation, graduation, and educational programs (e.g., academic integrity, Health and Wellness week), as needed

Competencies

- Strong Inter-cultural communication skills
- Understanding of the Canadian post-secondary education system and environment
- Demonstrated accuracy and attention to detail, especially when working under pressure to meet deadlines.
- Demonstrated ability to work effectively as a member of the team

- Excellent interpersonal and diplomacy skills
- Ability to handle sensitive issues with tact and diplomacy
- Ability and confidence to make decisions that demonstrate good judgement and due diligence
- Resourceful and able to analyze problems, identify key information and issues, and propose effective solutions
- Knowledge of policies and procedures governing student conduct within a post-secondary environment
- Excellent organizational skills in managing competing tasks
- Ability to ensure inclusivity and to develop and cultivate relationships with students, faculty, and staff
- Strong communication skills for delivering accurate information in one-on-one and diverse group situations, in both formal and informal settings
- Ability to establish and maintain effective working relationships within a diverse group of employees, students, and the general public, and to exercise good judgment, tact, and diplomacy when interacting with students who may require support with mental or physical health, social, economic, or other barriers to success.
- Excellent customer support skills in addressing student complaints, and suggestions, and ensuring that a high level of service, is maintained.
- Adaptability to changing priorities and developments within the department
- Understanding of the requirements for confidentiality and privacy and freedom of information regulations, and how to address sensitive issues with tact and diplomacy

QUALIFICATIONS:

- Baccalaureate degree from a recognized post-secondary institution
- Experience or involvement in the student conduct process in post-secondary educational environments.
- Experience in data entry and data management
- Computer literacy and familiarity with various computer programs
- Experience in investigating misconduct, student conduct cases
- Experience working with international populations and understanding issues and barriers facing international students, intercultural communication, international education systems and cultures, and student development
- Experience and enjoys working in a multicultural environment

Salary:

Columbia College offers a competitive salary based on qualifications and experience. This position's starting full-time salary gross range is **\$53,707.67 - \$63,792.21**, subject to experience.

All Columbia College employees are covered by the Columbia College Employment Agreement, which includes full benefits, a generous RRSP plan, and vacation once confirmed.

How to Apply:

Please submit your application, including a cover letter and resume, through our portal <https://www.myavanti.ca/CareersAtColumbiaCollege/>

Please note that filling out the entire profile is not mandatory in order to upload the required resume and cover letter on the platform.

Application Deadline: May 29, 2023

We thank all applicants for their interest in the position; only those selected for an interview will be contacted.