



**Carlton Trail College has an opening for a Student Supports & Engagement Manager**

This competition will end on **July 25, 2024**. Applications must include an updated cover letter and resume. Applications received on or before that date will be considered. To apply, please forward a letter of application quoting the competition number as indicated on the attached posting detail. Please forward (by e-mail or mail) all applications to:

**Human Resources Department  
P.O. Box 720  
Humboldt, SK S0K 2A0  
careers@carltontrailcollege.com**

Out of Scope

Benchmark Level: 4

Location: Carlton Trail College Learning Region

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**POSITION SUMMARY**

Reporting to the ABE & Student Services Director, this position is responsible for the leadership, planning, development, implementation and evaluation of the comprehensive services provided by function areas within the Student Services department. This includes the overall management of the student advising team and Indigenous Initiatives function. This position will ensure the delivery of high-quality services and effective supports while playing a key role in advancing student engagement and wellness and enhance its efforts to provide inclusive programming, pathways and services that support our Indigenous learners and communities.

**DUTIES AND RESPONSIBILITIES**General Duties and Responsibilities

- Oversee all aspects of managing the student advising team and Indigenous initiatives function including needs identification, the development of student supports and services, planning and evaluation, and preparation and monitoring of budgets.
- Provide leadership and direction, delegate and monitor the actions of direct reports to ensure strategic objectives and operational plans are executed.
- Develop, implement and oversee student advising services and Indigenous initiatives across the College to optimize student success, responsive to learner needs, and aligned with the strategic priorities of the College.
- Provide leadership and expertise to student advisors ensuring best practices in counselling, academic and career advising, accessibility planning, etc. are in place and being used appropriately.
- Oversee and manage student accessibility and accommodations/services.
- Provide leadership and direction regarding Indigenous initiatives to ensure responsiveness to the needs of Indigenous learners and communities that align with strategic priorities.
- Build relationships with Indigenous communities, leaders, Elders and Knowledge Keepers to support our commitment to reconciliation.
- Support and align the College's Strategic Planning initiatives and Strategic Enrollment Management plan to the direct work within function areas.
- Provide recommendations for college policy development, as it pertains to function areas.
- With the assistance of the Human Resources Director, ensure that all applicable aspects of the Collective Bargaining Agreement and College policy are followed and applied as required.
- Maintain a high level of staff performance through effective use of human resources practices and procedures including recruitment, selection, orientation, training, probationary reviews, motivating and assessing employees. Establish clear performance standards and goals for direct reports and hold them accountable for meeting standards and goals.
- Actively model and implement principles of management, leadership, mentoring, and motivation.
- Prepare reports as required, including government reports, month end reports, and contributions to the Annual Report, Business Plan, and other various ad hoc reports.
- Other duties as assigned.

Program and Service Planning, Development, and Delivery

- Make decisions based on research to maximize student services to support the recruitment, retainment, engagement and wellness of students.
- Seek funding opportunities to develop, design and deliver programs and services related to student supports and/or Indigenous initiatives.
- Provide recommendations in the on-going development of processes to deal with student issues, including student application and selection processes, student discipline, student recruitment and retention plans, and other strategies and procedures as required.
- Evaluate services with the goal of continuous improvement and recommend strategies, activities, and resources to enhance service delivery.

- Collaborate with other College staff in developing strategies in student recruitment, engagement, retention and culturally appropriate activities and supports.

#### Communication and Public Relations

- Communicate effectively and cooperatively with staff, students, potential clients, other agencies, organizations, stakeholders, institutes, and the general public.
- Liaise with external agencies, partners, stakeholders, and represent the College on committees as assigned.
- Perform advocacy for Carlton Trail College with all external stakeholders.
- Negotiate with partners, potential partners and agencies on funding for delivery of projects, programs and services. Collaborate on these initiatives with various partners.
- Contribute to the College's marketing strategy.

#### People and Resource Management

- Provide leadership to instructors and programming staff. Ensure all staff supervised receive ongoing support, evaluation and feedback through the performance evaluation process.
- Respond to Step 1 or Step 2 grievances as needed as well as demote or involuntary transfer employees
- Terminate or provide recommendation to terminate employees when needed
- Responsible for final decisions regarding probationary discharge of direct reports
- Establish priorities consistent with the mission, vision, values and strategic direction of the College and allocate financial, material, and human resources to achieve established objectives.
- Participate with the Senior Leadership team in the development of specific action plans for achieving the strategic direction of the institution and manage change within the organization.
- Provide leadership and direction to assigned staff and ensure that a working environment is maintained that is conducive to teamwork and effective, efficient workflow.
- With the assistance of the Human Resources Director, ensure that all applicable aspects of the Collective Agreement and College policy are followed and applied as required.
- Works across the College to develop and communicate opportunities, performance metrics and success.

<b>KNOWLEDGE, SKILLS AND ABILITIES</b>
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- Demonstrated experience in counselling and wellness initiatives.
- Demonstrated experience working with diverse populations specifically with Indigenous people and communities.
- Demonstrated experience in developing, implementing, and evaluating programs and services.
- Extensive knowledge in adult education practices, modern managerial practices, and business procedures.
- Demonstrated skills in negotiating and collaborating with partners, budgeting, writing proposals, research and analysis, program planning and evaluation.
- Demonstrated analytical and problem-solving skills; the demonstrated ability to analyze, conceptualize and synthesize needs and make recommendations.
- Demonstrated effective organizational skills and experience in managing multiple projects
- Demonstrated ability to manage changes in the work environment, structure, process requirements or cultures.
- Demonstrated interpersonal skills and the ability to work in a collaborative team setting.
- Demonstrated effective supervisory and leadership skills.
- Supervisory skills in managing and evaluating people, handling problems and resolving conflict.
- Exemplifies the College's guiding principals of accountability, respect, commitment, innovation, and integrity
- Demonstrated ability to keep the organization's vision and guiding principles at the forefront of decision making and action.
- Demonstrated ability to set high standards for oneself and others and accept responsibility for all actions.
- Demonstrated effective communication skills, including written and oral.
- Demonstrated experience in working with people from equity groups in a cross-cultural setting, and the ability to relate to adult learners and their concerns.
- Demonstrated proficiency in the use of computer applications and communications technologies, specifically in the use of the internet, email, word processing, spreadsheets, and other applications.
- Proven ability to work independently and make sound decisions while maintaining good judgment in keeping supervisor, co-workers, partners, employers and students apprised of important developments.

## OTHER REQUIREMENTS

- Must possess a valid Saskatchewan Driver's License and be willing to travel on occasion. Most travel is within the geographical area, with few overnight stays necessary. Some provincial travel is required.
- Criminal Record Check that is satisfactory to Carlton Trail College.

## REPORTING RELATIONSHIPS

Reports to: ABE & Student Services Director

Supervises: Student Advisors  
Indigenous Initiatives Coordinator

## EDUCATION

The minimum educational qualification for this position is a Bachelor level degree with a major of study in the Human Services, Social Sciences or Education fields, from a recognized institution. Preference will be given to applicants with a Bachelor or Master of Social Work. This education would provide knowledge and specialized skills in academic, employment and personal counselling, crisis intervention, group facilitation, adult teaching/learning processes, testing and assessment, conflict resolution as well as in analytical and critical thinking, program planning, development, and administration, program evaluation, and research skills.

## EXPERIENCE

This position requires a minimum of three years of related experience which demonstrates:

- Strong management skills
- Excellent supervisory skills and counselling supervisory skills
- Capacity to engage members of diverse communities, and skilled in a variety of consultation techniques, protocols and strategies
- Ability to provide successful leadership to a team
- The ability to be creative and innovative
- The skills required to negotiate with partners, work collaboratively with people, and deal with sensitive situations.