



IDENTIFICATION

Department		Position Title	
Aurora College		Program Head, Tlicho & Yellowknife Regions	
Position Number(s)	Community(s)	Division/Region(s)	
91-10521	Yellowknife	Community & Extensions	

PURPOSE OF THE POSITION

The Aurora College Regional Program Head's primary responsibility is the academic and administrative leadership and direction for the communities in their Region. The Regional Program Head oversees program scheduling, delivery, marketing, reporting, spending, and budgeting for this region. The incumbent is responsible for leading the recruitment, evaluation, leadership, and management of students and faculty for their region. The incumbent manages and maintains a learning environment, which is conducive to providing the highest level of education possible within his/her region.

SCOPE

The Regional Program Head makes a significant College-wide contribution to the region within which it resides and has a direct and indirect impact on Community Adult Educators (CAE) and students enrolled in programs. The incumbent must be devoted to developing and delivering quality programs and courses to a broad client base, while maintaining the appropriate diversity for the range of student needs.

The Regional Program Head is responsible for strategic direction and program planning, management, promotion, recruitment, delivery, evaluation, spending, budgeting, and program related reporting for each of his/her communities. The incumbent oversees, plans for and identifies program delivery needs and ensures academic standards and integrity are met and are consistent college-wide. The Regional Program Head works directly with the Vice President, Community and Extensions (VP, C&E) on the strategic planning and delivery of community programs. The incumbent is responsible for promoting a positive image of the College and ensuring quality delivery within the region. The Regional Program Head acts as the representative for college programs in the region and as a liaison with all levels of community governments as well as other campuses, institutions, and organizations on committees. As part of the College team, the Regional Program Head is required to, and ensure that all CAE, complete a variety of non-instructional duties that may be required to attain the goals of Aurora College. The Program Head represents Aurora College and his/her program on both internal and external committees and teams related to program delivery, curriculum, and partnerships.

The Regional Program Head directly and indirectly consults with and supports the work of the Community Adult Educators and fosters the development of teamwork college-wide. The incumbent also fosters an environment, which is supportive of student learning and scholarship, and strives for student satisfaction with programs, courses, program delivery, and the quality of instruction. The Regional Program Head encourages CAE to be innovative in approaches to teaching and learning. The Regional Program Head attends to human resource matters jointly with the VP, C&E affecting recruitment and replacement of CAE, as well as the orientation, training, and professional development of CAE, the development of job descriptions, and the performance planning and appraisal of staff.

The Regional Program Head has must be devoted to developing and delivering quality programs and courses and promoting positive career development of adult students, within communities of the Northwest Territories. The incumbent conducts regional related needs assessment and delivers and evaluates programming to meet those needs. As the lead staff for this region, the incumbent is responsible for ensuring all aspects of student counseling, programming, and discipline as necessary.

Instruction can be scheduled in any number of ways depending on the particular delivery approach of the course and/or program (e.g. semester, block, distance delivery, evening). Regional Program Heads must ensure that all CAE and interim instructors instruct in order to meet defined and detailed instructional objectives and program standards. Those standards are often imposed by relevant external accreditation organizations, associations, agencies government departments, and/or boards.

As a Regional Program Head, the incumbent is required to coordinate, lead, and attend regular division meetings, and report regularly to the VP, C&E on student progress, faculty issues, and program delivery. The Program Head works collaboratively with the VP, C&E on relationships with all levels of community governments and community schools.

The Program Head is directly responsible for a program budget of between \$200K and \$1 million annually, which includes O&M, staff, and programs. The Program Head works collaboratively with the VP, C&E on budget development, monitoring, and reporting.

RESPONSIBILITIES

1. Provide and direct overall academic program leadership in region

- Develop and direct program delivery in collaboration with CAE and other appropriate staff college-wide
- Develop short and long-term program plans in consultation with VP, C&E
- Develop partnerships and collaborative supports for program and students
- Deal proactively and constructively with staff and student issues/concerns
- Ensure curriculum standards are understood and programming is offered to meet standards: program, safety, external, internal, occupational, professional, national, and territorial.
- Ensure curriculum is relevant and appropriate for the NWT
- Oversee the scheduling of courses to ensure optimum instructor, resource and equipment utilization

- Contribute to student satisfaction by ensuring quick response to student complaints, concerns, and suggestions and ensure student surveys/evaluations are completed for each course/program
- Provide students with academic counseling, tutoring, and discipline
- Works with partners and departments regarding student matters and delivery of courses
- Ensure that all relevant College policies and procedures are followed appropriately
- Maintain knowledge of current developments and trends in post-secondary education and program area
- Collaborate with student services staff such as counselors, tutors, registrar and finance, to ensure supports are available for all program students
- Ensure support services and other resources necessary for effective teaching is available to CAE

2. Manage and supervise Community Adult Educators

- Attend to regional personnel matters jointly with VP, C&E
- Review and approve regional CAE professional development plans
- Recruit, hire, supervise, and evaluate regional CAE
- Support the work of regional staff and foster teamwork
- Encourage CAE to liaise with and support faculty at other campuses and community learning centres
- Prepare and present regional staff orientation and other training sessions
- Monitor program delivery and assist regional CAE with effective instruction and encourage CAE to be innovative with instructional methods and curriculum development
- Ensure regular, thorough evaluation of the instruction and instructional methods used in the region

3. Provide administrative direction of regional programming

- Manage budget, variance reports, and O&M for region
- Jointly manage related programs in concert with main program delivery and in consultation with appropriate related program leadership
- Strategically plan for and acquire facilities, resources and equipment for regional program delivery
- Oversee admission procedures and standards for students seeking admission to programs
- Works with Registrar on processes and issues related to admissions, registrations, dismissals, terminations, transcripts and completions
- Review and acquire recommended course materials and supplies
- Provide pertinent information for new initiatives as required
- Prepare funding proposals and secure funding for new initiatives
- Develop proposals, reports, briefings, contracts, agreements with other agencies, departments, partners, and institutions as related to regional program Negotiate and manage agreements, contracts, and partnerships with other institutions, organizations and departments
- Manage annual review report for program and other appropriate reports as necessary
- Develop and maintain effective communication with staff, other programs, other campuses, and the Aurora College community as a whole

- Organize, plan, and lead regular program meetings building teamwork with all regional staff
- Organize, lead and participate in Aurora College committees and various ad hoc committees, teams, and task forces
- Liaise with community organizations, agencies, stakeholders to build positive partnerships
- Lead regional marketing and promotion

4. Provide regional leadership

- Ensure classroom, lab, and shops comply with all regulations, requirements, and laws consistent with all applicable safety, workplace, and environmental standards
- Complete ongoing professional development and maintains necessary certifications and licenses as required by collective agreement and program needs
- Maintain currency of knowledge and expertise in specific field through regular professional development, work experience, and study

5. Undertake administrative tasks related to the delivery of instructional activities

- Complete reports as required such as student progress, registration, course and clearance reports
- Ensure program CAE comply with and apply College policies and procedures and Collective Agreement
- Recommend and acquire material, equipment, supplies and resources for labs/shops/field camps.
- Review and acquire recommended program/course materials, books, supplies, equipment and other resources
- Ensure CAE maintain student records/files, as appropriate, including attendance, correspondence, and evaluations
- Coordinate and ensure CAE undertake instructional administrative tasks

6. Promote Aurora College activities, maintain public relations and market program activities

- Organize regional events and presentations that promote Aurora College and the program
- Select and prepare materials for local and territorial career fairs
- Assume other tasks as may be initiated from time to time, including assistance with promotional activities
- Attend graduation, convocation, and completion ceremonies
- Coordinate and attend College and program team-building functions
- Encourage CAE to promote Aurora College and maintain public relations

7. College service

- Lead and attend regular and extraordinary program, committee, faculty, and general staff meetings
- Support College, Campus, and community instructional goals
- Assist other faculty and programs as required
- Undertake special projects to support adult learning in the community and through the College
- Participate in an appropriate share of institutional service assignments
- Encourage CAE to participate in appropriate share of institutional service assignments

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge and skills in program-relevant areas of study, theory, and practice
- Knowledge of post-secondary program delivery, management, and leadership
- Demonstrated ability in human resource management, team building and educational leadership
- Proven skills in budgeting, financial and budget management and administration
- Proven organizational skills including project and program planning, management, leadership and delivery
- Skill in leadership, team-building, mentoring, and motivation in order to maintain faculty morale and a high level of performance
- Knowledge of post-secondary program scheduling and timetabling
- Knowledge of research methods and needs assessments to investigate program enhancement, improvement and revision
- Skill in persuading, influencing, listening, academic counseling, and facilitation when doing committee work or consulting with staff and students or initiating change
- Comprehensive knowledge of education of specific subject matter of instruction
- Ability to manage regional CAE
- Ability to manage, lead, and facilitate change
- Ability to innovate and initiate new curriculum, teaching methods, and policy
- Knowledge of adult education theory, program design, development, management, delivery, and evaluation
- Skill in creative, critical, and analytical thinking to monitor programs and results as well as program budgets
- Knowledge of adult instructional methods, program/project development and management, needs assessment and curriculum development
- Knowledge of all applicable laws, acts, regulations, rules, policies, guidelines, requirements, Collective Agreements and codes in specific subject matter of instruction
- Knowledge of computer programs such as: word processing, spreadsheet, database, e-mail, PowerPoint and Internet programs
- Knowledge of northern culture, cross cultural processes, communities and politics
- Ability to conduct basic academic counseling and provide life skill coaching
- Knowledge of the organization and structure of the College and the relationships between the College and various partners in the communities and across the Territories
- Demonstrated oral and written communication skills
- Proven skills in budgeting and anticipation of long-term needs and requirements of the program
- Ability to be involved in progressive, relevant, and ongoing, professional development activities as these activities are a required part of the profile of an instructor
- Ability to research and update course materials and delivery methods to maintain current programs

Typically, the above qualifications would be attained by:

- Master Degree in Adult Education or Education
- Completion of Certificate, Diploma or Degree in Adult Education or equivalent
- 3 years instructional experience at the college level

- 2 years program supervision/management experience in a northern community

Asset

- Certification in CPR/First Aid

WORKING CONDITIONS

Physical Demands

There are limited physical demands associated with this position; however, the incumbent may need to travel between various College locations occasionally. Therefore travel by winter road and/or small aircraft is sometimes required. The practical nature of many programs may require the Regional Program Head to be involved with lifting heavy objects and exerting physical activities in the workplace.

Environmental Conditions

The incumbent is usually located in a pleasant office atmosphere. However, when travelling to communities, the incumbent could be exposed to inclement weather conditions and extreme cold.

Sensory Demands

The incumbent must spend each day in concentrated listening and observing situations of both technical and interpersonal nature. The incumbent must also spend long hours each day on the computer, which requires attention to detail; and daily observation of staff behavior, non-verbal communication and response.

Mental Demands

The incumbent is faced with mental demands stemming from the need to communicate with others constantly, the intensity of meetings, the need for attention to detail, and to provide instruction in a cross-cultural environment. Stress is also caused by the variety of program areas and the need to help others succeed in spite of significant barriers.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- ☐ No criminal records check required
- ☒ **Position of Trust – criminal records check required**
- ☐ Highly sensitive position – requires verification of identity and a criminal records check