

## IDENTIFICATION

Department	Position Title	
Aurora College	Director, Thebacha Campus	
Position Number	Community	Division/Region
91-2465	Fort Smith	Student Services

## **PURPOSE OF THE POSITION**

The Director, Thebacha Campus is responsible for establishing a campus community of students, faculty and staff that is student-centred, culturally inclusive and supports the academic and non-academic success of adult learners. The incumbent is responsible for the overall leadership and management of the Student Services staff and ensuring a comprehensive array of student-centred, culturally appropriate education, program and service supports are accessible to students at Thebacha Campus and foster student retention and resiliency. These supports address the physical, emotional, mental, and spiritual needs of adult learners and play an integral role in their academic success and so are viewed as critical elements in the overall programs and services provided by Aurora College. As the lead of Student Services at Thebacha Campus, the ultimate objective is to foster student success, increase student retention and influence holistic student development in adult learners.

## **SCOPE**

The Director, Thebacha Campus position is located in Fort Smith and reports directly to the Vice President, Student Affairs in Fort Smith as one of four leaders in the Student Services Division along with the Director, Yellowknife North Slave Campus (in Yellowknife); Director, Aurora Campus (in Inuvik); and Registrar (in Fort Smith). The incumbent is accountable for numerous budgets totaling approximately \$3.5M. The incumbent leads and provides direct supervision to 9 full-time positions including the Student Success Coordinator; Counsellor; Student Life and Wellness Coordinator; Residence Coordinator; 3 custodians; and 2 maintenance staff. The Director also provides second level supervision to staff reporting to the Residence Coordinator including 6 full-time and 10 Relief Residence Life Supervisors. Additionally, Relief Tutors report directly to the Student Success Coordinator and indirectly to the Director. The incumbent further provides direct and indirect supervision of other part-time and casual staff as required including custodians, maintenance workers, tutors and student workers. The Director provides non-supervisory leadership and management of approximately 70 staff at Thebacha Campus for areas such as campus planning, student

community building, student support programming, cultural inclusion, Occupational Health and Safety, facility use/maintenance, etc.

The Director, Thebacha Campus annually supports approximately 220 full-time students and 1000 part-time students. The incumbent is responsible for establishing a campus community of students, faculty and staff that is student-centred, culturally inclusive and supports the academic and non-academic success of adult learners. The Director oversees the research (theoretical and applied), program planning, program administration and monitoring of support programs without which student dropout rates would increase and student completion rates would decrease. The incumbent has a direct impact in the health and well-being of students and in some cases has an impact on life saving approaches to intervention and support for students (ex. suicide interventions and family violence supports).

The Director leads and coordinates the Campus Management Team, comprised of 17 managers and coordinators, focused on developing a collaborative and collegial approach to setting and achieving campus-based goals related to a healthy and positive college campus community. As the lead of the Campus Management Team, the incumbent creates collaboration between managers and leaders located at Thebacha Campus including the Chair, School of Trades, Apprenticeship and Industrial Training; Chair, School of Education; Chair, School of Developmental Studies; Program Head, Business Administration; Program Head, Apprenticeship; Program Head, Environment and Natural Resources Technology; College Librarian; Registrar; Finance Manager; several Senior Instructors; and others. Without this coordination and leadership, the staff at Thebacha Campus would not be able to effectively deliver post-secondary education programs and adult students would not be able to achieve their career goals.

The Director also oversees all aspects of facility operations (campus and residence) and Occupational Health and Safety for approximately 70 full-time staff, 1220 students and the public who access campus facilities such as the library. Without this, Aurora College students and staff would not be able to attend classes in a safe, secure and clean campus and students would not be able to live in affordable, safe and clean student residences.

The duties of the position are carried out in accordance with the Aurora College Act; Aurora College Strategic and Business Plans; Aurora College bylaws, policies and procedures; the UNW Collective Agreement; the Financial Administration Act; the NWT Human Rights Act; and other GNWT legislation, regulations and policies.

## **RESPONSIBILITIES**

- 1. Plans and manages the development and establishment of a student-centred, culturally sensitive campus community of students, faculty and staff that supports academic and non-academic student success.**
  - Researches, develops and applies theoretical models and approaches to student success, retention, resiliency and Strategic Enrolment Management (SEM).
  - Analyzes, interprets and evaluates student needs throughout the post-secondary life cycle from orientation through to job search after graduation and creates strategies to align support mechanisms specific to the students at the Campus.

- Develops a supportive relationship with students and a close working relationship with the campus Student Association through ongoing consultation and meetings.
- Responsible for creating, fostering and maintaining campus-based collaboration between campus program managers to ensure that program deliveries and administrative processes are well integrated and designed to be student-centred and supportive of student success.
- Manages and leads the planning and delivery of campus convocation ceremonies, completion ceremonies, campus celebrations and Aurora College Week celebrations.
- Analyzes and creates plans to establish communal opportunities and areas for student study, collaboration, socialization and engagement to foster an engaging campus community.
- Develops and integrates plans to incorporate Traditional Knowledge and Elders in campus programs and services by engaging and consulting with Aboriginal community stakeholders thereby fostering a culturally sensitive campus community.

**2. Determines and manages delivery of multi-faceted student support programs and services.**

- Manages the staff of the Student Services team in the day to day delivery of academic and holistic student educational programming and supports.
- Analyzes, interprets and evaluates multiple, different types of programs and supports needed by the students at the Campus in order to increase student success and retention and directs staff to develop and deliver these.
- Manages crisis situations and associated supports for students and staff, which occur at any time of day or night, such as student deaths, suicide attempts, and acts of violence as well as regular needs for supports for students with addictions, family violence and mental health issues.
- Leads the Student Services team in the development of multi-faceted, integrated plans to deliver educational programming regarding mental, physical, emotional and spiritual well-being of the holistic adult learner as well as develop curriculum for these programs.
- Coordinates the delivery of multiple, simultaneous programs, classes, workshops, extra-curricular activities as well as provision of student counselling and advising to foster student success in and out of the classroom.

**3. Provides campus leadership, direction and support to students and staff.**

- Leads the Campus Management Team with a focus on developing a collaborative and collegial approach to setting and achieving campus-based goals related to a healthy and positive college campus community.
- Creates a well-informed and knowledgeable campus community by establishing protocols for communicating information, procedures, events and opportunities amongst students and staff regarding campus operations and management through all campus staff meetings, face to face student meetings, emails and publications.
- Interprets, creates and implements procedures and protocols to be followed by staff and students at the campus that are consistent with College and GNWT policy, legislation and regulations. This includes other binding documents such as the UNW Collective Agreement and Human Rights legislation.

- Represents Aurora College and the Campus on the Regional Management Committee, media inquiries and marketing campaigns.
- Liaises between the Campus and Aurora College senior leadership regarding College strategic planning, business planning, program planning, facility planning, campus operations and campus issues. This includes the preparation of reports and briefing notes for the Vice President, Student Affairs; President; Board of Governors; and Department of Education, Culture and Employment.

**4. Manages all aspects of Campus facilities operations, maintenance and health and safety.**

- Coordinates and manages the day to day operations of all Campus facilities and establishes campus-based processes for operations. Also, leads and coordinates the planning for medium term (i.e. current and next year) facility use. This includes the use of the main campus and requires a broad knowledge of specialized facility needs for areas including education programs, trades shops and facilities, health program training labs, video-conferencing programs, etc.
- Manages the delivery of the campus student residence programming including the assignment of 139 residence units which house approximately 310 people, management of residence, maintenance of residence and management of residence rule enforcement. This includes providing warnings, evictions and other disciplinary actions to student residents as well as preparing information for student appeals.
- Represents the Employer on the campus Occupational Health and Safety (OH&S) Committee and has full responsibility for establishing and implementing a Campus and student residence Emergency Response Plan, including emergency fire procedures and lock down procedures. Ensures that all campus operations and maintenance comply with OH&S regulations.
- As the Campus Incident Commander, provides overall control and coordination of all activities of College First Response Team as well as all staff, students and public during an on-site emergency. This includes establishing training and implementing drills to prepare for emergency situations.
- Oversees the management of required maintenance, repair and security of all College owned facilities, vehicles and equipment. This includes coordinating services and maintenance where needed with the Department of Infrastructure.
- Coordinates with landlords regarding the required maintenance, repair and security of leased campus facilities. This also includes initiating and managing new leases, lease renewals and lease conditions.
- Manages janitorial services and staff including coordinating custodial work orders and overseeing work quality and completion.

**5. Financial/Human Resources/Administration.**

- Directs, manages, motivates, monitors and provides professional development for staff in the Student Services division at the Campus.
- Analyzes, interprets, evaluates and manages financial accountability for the Campus operations and management budget of approximately \$3.5 million including spending authority, minor capital expenditures and lease negotiations. Conducts financial analyses including regular variance reporting and taking corrective action as needed to ensure spending matches budget requirements.

- Analyzes, evaluates, and contributes to the creation of College-wide bylaw, policy and procedure creation by providing the Campus practical perspectives and requirements. Develops and maintains procedures specific to the Campus in compliance with College bylaw and policy.

## **WORKING CONDITIONS**

### **Physical Demands**

The incumbent is required to spend approximately 3 hours per day walking around engaging with students and staff on campus and in residence; lifting boxes of textbooks and moving furniture; and climbing stairs during safety inspections. The incumbent is sometimes required to perform physical duties in the absence of other staff or when other staff are off duty such as shoveling snow, opening classroom partitioned walls, and re-arranging desks and tables which typically requires approximately 1-2 hours per week.

### **Environmental Conditions**

The incumbent is required to manage clean up and remediation of health and safety risks such as glycol leaks, loss of heat, loss of power, spills, etc. on campus which have typically occurred 3-4 times per year and last between 1 and 5 days. The incumbent is sometimes required to step in to resolve minor issues in the absence of other staff or when other staff are off duty such as performing some janitorial duties (e.g. cleaning spills, unplugging backed up toilets, etc.) placing them at risk with chemical products and cleaners which typically requires approximately 2-3 hours per week.

### **Sensory Demands**

No unusual sensory demands.

### **Mental Demands**

The incumbent is required to spend 3-4 hours per day in very stressful situations such as communicating warnings, evictions and other disciplinary decisions to students; planning interventions and supports for students who have issues such as addictions, family violence, mental health or who are a suicide risk; being the incident commander for real and simulated situations such as active shooters, lockdowns, fire evacuations, and other emergency response situations. The incumbent may be called out at any time, day or night, during emergency situations which are highly stressful and disrupt family life. These situations occur on average 2-3 times per month and last between 1 and 4 hours each time. The incumbent is required to supervise and lead a staff of people, this may require the implementation and follow through with progressive discipline process which can create increased stress in the work place. These situations happen 4-5 times per month and last between 1 and 3 hours each time.

## **KNOWLEDGE, SKILLS AND ABILITIES**

### **Knowledge**

- Expert knowledge of theoretical and practical models of post-secondary student success, retention and resiliency as well as Strategic Enrolment Management planning.

- Broad knowledge and experience in program design, planning, development and evaluation particularly as it relates to student services.
- Significant knowledge of adult counselling techniques, adult learning theory and models of support to foster adult learning and success.
- Expert knowledge of the adult post-secondary pathway including required supports and programs during the student life cycle from orientation through to job search upon graduation.
- Considerable knowledge of the social, political and cultural context of the Northwest Territories particularly as it relates to Aboriginal land claims, self-government and community development and empowerment.
- Knowledge of financial administration, generally accepted accounting principles and budget preparation as well as the ability to monitor variances and implement budgetary controls.

### **Skills**

- Skilled at conducting research; writing position papers, briefing notes and program outlines; and preparing and making presentations for a variety of audiences.
- Highly developed skills in managing, motivating, developing and evaluating staff; team building, relationship building and conflict management; and change management, project management and organizational behaviour and design.
- Highly developed skills in public and human relations particularly related to networking, negotiating and dealing with adult students, staff, stakeholders, funders, partners and the media.

### **Abilities**

- Able to research, analyze, synthesize and organize complex information.
- Able to communicate complex information clearly, succinctly and logically.
- Able to manage multiple projects, contracts and budgets simultaneously.
- Able to work in a complex and multicultural environment.
- Able to effectively manage all aspects of campus and residence property management, risk management and legal management.

### **Typically, the above qualifications would be attained by:**

- A Master's Degree in Education or Adult Education.
- Five years' experience as a successful manager in an educational institution.
- Five years' experience working in facility planning and management.
- Extensive theoretical and practical knowledge of risk management and emergency response planning.
- Extensive theoretical and practical knowledge and experience within student services, student success, retention, resiliency and support models for post-secondary students.
- Extensive knowledge of working with Northern Aboriginal peoples and communities.

### **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

**French language** (check one if applicable)

- French required (must identify required level below)  
Level required for this Designated Position is:  
ORAL EXPRESSION AND COMPREHENSION  
Basic (B)  Intermediate (I)  Advanced (A)   
READING COMPREHENSION:  
Basic (B)  Intermediate (I)  Advanced (A)   
WRITING SKILLS:  
Basic (B)  Intermediate (I)  Advanced (A)
- French preferred

**Indigenous language:** Select language

- Required
- Preferred