

POSTING NOTICE

COMPETITION #: SC-054-2425

POSTING DATE: January 13, 2025

CLOSING DATE: January 22, 2025

CLOSING TIME: 12:00 PM

POSTED: INTERNAL/EXTERNAL

POSITION TITLE: Outreach Worker

CLASSIFICATION: Field

SALARY: Level 6

LOCATION: Southern Campuses – to be determined based on the applicant

TERM: January 27, 2025 to June 30, 2025

HOURS OF WORK: 22.5 hours per week

STATUS: Term / Part-Time

IMMEDIATE SUPERVISOR: Stacey Senchuk, Lead Advisor

Applications including Resume & Cover Letter to humanresources@suncrestcollege.ca

POSITION SUMMARY:

Reporting to the Lead Advisor, this position focuses on support services for students in Suncrest College programs. The Outreach Worker will assist applicants in becoming better prepared for the transition to programs. Working as part of the Learner Experience teams, the Outreach Worker will participate in the development and implementation of recruiting and retention activities that support applicant transition and assist students with developing strategies for overcoming barriers that impact academic success and remaining in school. This position is responsible for expanding students' support networks by enhancing partnerships with Indigenous communities and external support agencies. As such, travel within the community and to outlying First Nation communities will be required. It is expected that the Outreach Worker will be flexible to provide services face-to-face or remotely via technology, as determined by student needs and accessibility to campus communities.

JOB DUTIES AND RESPONSIBILITIES:

1. Intake and Recruitment Support:

- Support the intake and recruitment process by maintaining contact with applicants from point of first contact through to acceptance and school start.
- Utilize multiple communication platforms to maintain communication with applicants throughout the intake process.
- Interview all new applicants, communicating any concerns regarding readiness or suitability to the appropriate coordinator. Make referrals to Advisors for support and/or assessment as needed.
- Schedule and deliver program information sessions, and workshops for delivery on campuses, in First Nations communities, or remotely via technology.
- Participate in the student selection process to support intake decisions based on applicant contact via touchpoints, interviews, and orientation workshops.

- Meet with incoming students to develop plans for transition to school both on campus or remotely to begin identifying potentially relevant community and on-campus supports.
- Consult with Advisors and community supports regarding strategies to support the transition plan – i.e., transportation, daycare, funding, potential learning barriers, and accessibility.
- Maintain confidential learner and administrative records and data for reporting purposes.
- Other duties assigned as deemed necessary for the successful fulfillment of the position.

2. Community Outreach:

- Use a collaborative process to establish and maintain an effective working relationship with frontline support workers in local Indigenous communities and with external agencies. Identify and address issues preventing success and retention.
- Increase student connections to and awareness of community services by arranging presentations and workshops and by maintaining a directory of community, provincial, and national supports.
- Participate on the local Interagency and other service agency committees to represent Suncrest College and to share information on the college's intake process, programs, and services, and to enhance a spirit of collaboration and case management with community partners.

3. Student Support:

- Provide student support services as needed in consultation with Advisors, Instructors, Coordinators, and program Chair.
- Follow a wrap-around process to broaden the in-community supports, whenever possible, and to assist with assessing risk factors and developing ongoing support strategies for retention and success.
- Follow up with students who have withdrawn from a program and are returning to develop a transition plan.
- Sit on college-level committees, as requested, to represent learner services with a student support lens.
- Liaise with First Nation communities and assist with supporting students within their home community.
- Maintain the confidentiality and privacy of the College and its clients.

4. Additional Duties:

- Other duties as assigned.

QUALIFICATIONS:

1. Education & Experience

- The minimum educational qualification for this position is a relevant two-year post-secondary Diploma in Social Work, Human Services, or a Behavioral Sciences field.
- The minimum amount of practical, related experience required to perform the duties of this position is one year in a learner support role.
- A combination of education and experience applicable to the position assignment may be considered.
- Demonstrated experience working in a cross-cultural environment.

2. Knowledge, Skills & Abilities

- Demonstrated ability to provide effective mentorship and advising techniques to empower students.
- An understanding of the systemic barriers of poverty and their impact on the learner.
- Preference for someone familiar with the Indigenous communities in the region.

- Ability to work in a multi-cultural environment, and to respect diversity.
- Excellent group facilitation, interpersonal oral, and written communication skills.
- Ability to work independently as well as cooperatively with others in a case-management approach.
- Demonstrated competence and recent experience in the use of technology such as MS Teams, Microsoft Office Suite, etc., with the ability to learn and adapt to changing technology.

3. Other Requirements

- Valid Driver's license is required with the willingness to travel within the region and work flexible hours.
- Satisfactory Vulnerable Sector Check required