CANDIDATE PROFILE
IEC TRANSITION COACHING TEAM LEADER, SUMMER/FALL/WINTER 2021-2022

SUMMER CONTRACT PERIOD: Monday, May 10, 2021 – Friday, August 27, 2021*

F/W CONTRACT PERIOD: Monday, August 30, 2021 – Friday, February 18, 2022*

Must be available for:
- Summer Training – Monday, May 10 – Friday, May 14, 2021*
  - 30 hours, 9am to 4pm each day
- Student Leader Training – Monday, August 30 – Friday, September 3, 2021*
  - 30 hours, 9am to 4pm each day
- Residence Move-In Day – Saturday, September 4, 2021*

SUMMER RENUMERATION: Salary $15.00 per hour. Full-time hours (30 hours per week over a 16-week period).

F/W RENUMERATION: Salary $16.00 per hour. The hours expected of the role are approximately 10 – 15 hours per week, with peak hours in September exceeding this amount. The role is paid up to a maximum of 200 hours during the academic school year.

REPORT TO: The role reports to the Transition Coach, International Students. The supervisor for this role will provide training, support, and assistance in the execution of the job responsibilities.

ELIGIBILITY:
- Applicants must be a returning student in the 2021 – 2022 academic year;
- Student of UTM in good academic standing;
- Applicants must be legally able to work in Canada.

POSITION SUMMARY:
The IEC Transition Coaching Team Leader’s primary responsibilities are to assist with the pre-arrival support program, and develop and deliver transition sessions for international and new-to-Canada students. This includes, but is not limited to, International and New-to-Canada Student Orientation and the Foundation for Success Series for International Students featuring health insurance, academic rights, off-campus housing, work, experience and careers, and taxes. Additionally, the Transition Coaching Team Leader will develop resources for students that pertain to transition challenges, including a campus resources video, health insurance informational video, and handouts and brochures with tax, immigration or financial information. The Group Advising Team Leader will also act as a point of contact for students through in-office triage, and maintaining flexibility in their schedule to have peer-to-peer support appointments.

REQUIREMENTS:
- Ability to manage confidential data;
- Understanding, and being sensitive to, international and new-to-Canada student transition issues (academic, social, emotional);
• Intercultural competency awareness and experience working with diverse communities and cultures;
• Strong oral and written communication;
• Demonstrated experience in leading a team of peers, delegating tasks, and monitoring team performance;
• Demonstrated experience in event planning, project management and/or program design;
• Demonstrated experience developing and facilitating interactive workshops, and providing one-on-one support for students;
• Strong planning and organizational skills, including time management and prioritization skills;
• Knowledge of the campus and its resources;
• Well-developed computer skills and experience with Microsoft Office;
• Experience transitioning to Canada, participation in transition programs (i.e. Transition Coaching Program, LAUNCH etc.) preferred;
• Proficiency in a language other than English considered an asset.

DUTIES:
• Assist with the pre-arrival support program, including live chat support, student call support, and new student advising sessions and webinars;
• Assist in the development and delivery of transition programs, such as International and New-to-Canada Student Orientation, Foundations of Success Series for International Students featuring health insurance and well-being, academic rights, off-campus housing, work, experience and careers, and tax sessions and workshops;
• Conduct research on institutional best practice and contributing ideas towards new program or initiatives the IEC could undertake;
• Assist in the development of resources for students that pertain to transition challenges, including a campus resources video, health insurance informational video, and handouts and brochures with tax, health insurance, immigration or financial information;
• Collect and assess feedback on programming to inform future program planning activities;
• Liaise with campus partners, student groups and student clubs to increase cross-departmental collaboration for the Transition Coaching portfolio;
• Create an annual calendar and critical path for programs, workshops, and sessions;
• Act as a point of contact for students through in-office triage, peer-to-peer support appointments and resource referral;
• Maintain flexible availability in order to hold office hours, attend team meetings and one-on-one meetings, and attend programming;
• Communicate with students, team, and supervisor in a timely manner;
• Refer to University policies to answer questions and inform students;
• Monitor UofT email account daily for work-related emails;
• Additional duties as assigned by the supervisor(s) based on changing priorities.

EMPLOYER CONTACT INFORMATION:
Marlo Young-Sponga, Transition Coach, International Students
marlo.young.sponga@utoronto.ca
*All contract dates are anticipated for this time period at the time of posting. These dates will be confirmed before the successful candidate is required to sign a contract.