Columbia College
Position Description

NOTE:	Clarification of Terms
Must; Shall; Will:	These words or phrases indicate actions or activities that are *essential* or *mandatory*.
Should:	This word implies that it is highly desirable to perform certain actions or activities, but not essential or mandatory.
May or Could; Can:	These words imply freedom or liberty to follow an alternative to the action or activity being presented in a document.

Position Title:	Academic Tutor and Volunteer Liaison
Program/Department Name:	Language and Foundational Skills
Reporting to:	Department Head
Position Summary:	Under the supervision of the department Head, the tutor will provide tutoring and literacy support services to students enrolled in programming offered by the Department of Language and Foundational Skills. The individual will work on a one-on-one or small group basis with students attending a regularly scheduled tutorial session; the individual will actively work in close collaboration with classroom facilitators to support the provision of classroom instruction to better meet the needs of specific students as they progress toward their educational goals, along with contributing to the planning of learning activities. This individual will be also responsible for recruiting volunteers and monitoring their performance in the department's programs, ensuring their adequate support to the students' learning under the guidance of the classroom facilitator.
Organizational Structure:	The individual will work in a flat organization structure consisting of one direct supervisor, a number of program peers and other organizational specialists.
Qualifications and Experience:	This professional will normally have completed a minimum level education equivalent to a four-year degree and/or professional training in Education; a certificate or diploma in an English as a Second Language education context is also valued. These academic requirements should be supplemented by experience in adult education. This individual will be a highly organized and experienced professional. He/she will be an effective team player and communicator with strong interpersonal skills. He/she will be detail oriented, have a keen desire to learn and grow, be open to change, and have a strong work ethic.
Roles and Responsibilities:	For Columbia College to become successful, each of its customers (including staff and students) must succeed. To achieve this requires a clear understanding on everyone's part as to his/her roles and responsibilities as well as a commitment to fulfilling said responsibilities.
	As will be noted in reviewing the list of roles and responsibilities below, it consists of two distinct parts. First is a set of generic roles and responsibilities. This is followed by a list of specific roles and responsibilities. The generic roles and responsibilities are included in every position description at the College. The specific roles and responsibilities are specific to this position.

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Roles and Responsibilities:	Employees are expected to conduct themselves in a manner commensurate with their roles and responsibilities that follow. Employee performance reviews will be based on these roles and responsibilities.
	Our facilitators and learning support staff are encouraged to do all they can to help each individual student succeed. We believe that when our students succeed, we succeed. Therefore, the focus of our facilitators and learning support staff is to help our students to learn rather than to lecture to them.
	The College's current student attrition rate is one-quarter that of traditional colleges and universities. At the same time our graduates' employers are very satisfied. Employment rates of graduates normally exceed 90% and our rate is one of the highest among all colleges and universities in Alberta. We want to continue to create a win-win situation where the employer, student, facilitator and College all succeed.
	Columbia's goal in education is to produce graduates who are rated by employers as above average to excellent performers in their field of training.
	All responsibilities below will be carried out under the general direction and supervision of your supervisor. In consideration of this, each tutor will:

Professional Code of Conduct

Our success in the workplace is based on how proficient we are at utilizing our knowledge and skills and how effectively we conduct ourselves each day as professionals in satisfying the needs of our internal and external customers, and the goals of our organization. The following list describes many professional behaviours that can help us become more effective. The more skilled we become at applying each of these behaviours, regardless of our position in the organization, the more successful we will become.

1.0   Professional Approach and Ethical Behaviour
  1.1   As a professional, demonstrates pride in their work and is honest, moral, ethical, honorable, trustworthy, and acts with integrity
  1.2   Is pleasant, polite, punctual, positive, friendly, smiles, and asks how they may help others
  1.3   Is reliable, responsible, accountable, loyal, engaged, and enthusiastic about their work
  1.4   Is compassionate, caring, and finds meaning and fulfillment in their work
  1.5   Tries to be constructive, pro-active, and acts as a protagonist
  1.6   Contributes to a safe, secure, and environmentally-friendly workplace and world
  1.7   Views adverse experiences as learning opportunities and recovers quickly from such experiences
  1.8   Keeps personal bias out of the workplace, does not use profanity, and respects cultural differences

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     1.9   Dresses appropriately for the workplace in a neat, clean, and well-groomed manner
     1.10   Contributes to the organization via volunteering, coaching, and mentoring others
     1.11   Is active in their professional association (where appropriate)

2.0 Interpersonal Relations and Teamwork
     2.1   Treats all individuals in an equal, fair, and just manner (does not label, or discriminate against others)
     2.2   Is a good role model and synergistic team member who is personable, sociable, cooperative, collaborative, has a sense of humor, and is well mannered
     2.3   Is considerate and sensitive to others needs and uses tact and diplomacy when required
     2.4   Is respectful, courteous, and sincere (does not belittle, intimidate, or insult others)
     2.5   Views each client, patient, student, customer, and coworker as a valued customer whose needs must be satisfied before they or their organization can succeed
     2.6   Is available, approachable, and may develop close personal relations (avoids romantic situations)
     2.7   Offers support, assistance, is flexible, and helps build a positively connected team and organization
     2.8   Makes allowances for others mistakes by showing empathy, understanding, and forgiveness
     2.9   Is open to constructive criticism, and takes responsibility for one's errors by apologizing, and correcting them
     2.10   Avoids conflicts of interest and respects others' workspace and privacy (e.g. FOIP)
     2.11   Seeks help from others and offers help to others to become more efficient and effective

3.0 Self-Concept and Confidence
     3.1   Projects a positive self-concept and feels internally confident, yet does not dominate interactions
     3.2   Functions well in ambiguous situations
     3.3   May assume responsibility and leadership when required yet remains humble and gracious at all times
     3.4   Demonstrates self-efficiency by following through on commitments in order to achieve outcomes
     3.5   Considers themselves equal to others and demonstrates such in their interactions

4.0 Communication
     4.1   Demonstrates effective listening, speaking, and writing skills
     4.2   Helps to keep team members informed of changes in the department and/or organization
     4.3   Develops more effective ways to improve verbal and non-verbal communication (e.g. tone of voice)
     4.4   Respects others privacy and confidentiality (does not engage in gossip)
     4.5   Maintains emotional control and encourages others to do the same
     4.6   Deals with difficult situations and sensitive issues in a professional manner
     4.7   Avoids engaging in disagreements and arguments in public. Seeks assistance when necessary.
     4.8   Follows the organization's technology use policy

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5.0   Life-Long Learning and Professional Development
   5.1   Continues to increase their knowledge and skills to become more competent (e.g. credit courses, workshops, seminars, conferences, professional books, journals)
   5.2   Shares newly developed approaches based on leading edge research
   5.3   Monitors changes and makes or recommends needed adjustments
   5.4   Keeps informed about changes affecting their profession, department, organization, and industry
   5.5   Acknowledges when they do not know something and seeks to increase their competence

6.0   Problem Solving/Decision Making
   6.1   Either individually or within a team, identifies work-related and customer-based problems/challenges
   6.2   Helps others to view problems and concerns as challenges and even opportunities
   6.3   Seeks input from those affected by work-related or customer-based problems
   6.4   Is more effective when they actually identify the problem as opposed to a symptom
   6.5   Assesses and analyzes problems by using such techniques as brainstorming, nominal group technique, Delphi technique, reframing, and lateral thinking
   6.6   Objectively determines the most efficient and effective solution to each problem/challenge
   6.7   Tries to make fair and just decisions that contribute to the common good
   6.8   Effectively implements solutions in a timely manner
   6.9   Monitors and evaluates solutions and takes further corrective action as needed

7.0   Creative Thinking and Innovation
   7.1   Is more creative by asking 'why' and more innovative by asking 'what if'
   7.2   Takes calculated risks and is willing to recommend and/or initiate change

8.0   Negotiating or Conflict Resolution
   8.1   Identifies customer or employee issues when a conflict first arises by listening to and determining their wants, needs, and concerns.
   8.2   Effectively uses conflict resolution and problem solving techniques
   8.3   Effectively negotiates and helps others resolve issues in conflict by focusing on facts and not emotions
   8.4   Turns to qualified professionals to resolve situations involving harassment, bullying, or violence

9.0   Organizational and Time Management Skills
   9.1   Practices one-touch policy by taking immediate action to solve simpler challenges (e.g. does not put paper, emails, etc. in piles) and develops a plan to take action on more complex challenges
   9.2   Uses electronic calendar to plan regularly occurring daily, monthly, and yearly meetings and activities
   9.3   Maintains an organized office, desk, files, documents, and working environment
   9.4   Is prepared in advance for appointments and meetings (meeting etiquette)
   9.5   Sets SMART individual and/or team goals by completing assignments, reports, etc. in an accurate and timely manner (does not procrastinate)
   9.6   Lets others know if they are unable to meet a commitment, must change a priority, or needs help

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10.0 Stress Management
10.1 Maintains composure under pressure and draws on their internal strength to succeed during difficult times
10.2 Effectively deals with negative situations in a positive manner
10.3 Maintains a balance between personal and professional life
10.4 Maintains a positive, focused, and more productive environment by reducing negative stress

11.0 Leadership Style
11.1 Effectively contributes to the organization's vision, mission, directions, goals, and Code of Conduct
11.2 Encourages others to adopt a positive leadership style (does not use threats or punishment)
11.3 Stimulates interest and enthusiasm on the part of others and contributes to positive employee morale
11.4 Coaches, advises, mentors, and counsels others where appropriate
11.5 Motivates others to achieve their intrinsic and extrinsic rewards through recognition, praise, and where possible through empowerment
11.6 Brings out the best in others which helps them channel their energy and experience greater satisfaction
11.7 Seeks new opportunities or approaches that will increase customer satisfaction, respect, and loyalty
11.8 Networks with others outside the organization and builds relationships that will benefit the organization
11.9 Bases leadership practice on collective vision, beliefs, as well as professional attitude and values
11.10 Builds a sense of shared values that bind others to a common cause and/or direction
11.11 Encourages and promotes a culture based on trust and respect

12.0 Performance
12.1 Continually seeks new ways to more efficiently and effectively perform their duties and responsibilities which contributes to the financial success of the organization, and as a result, also increases job security
12.2 Is committed to continuous improvement in the quality of goods/services their customer/patient/client/student experience
12.3 Contributes to the long-term growth and success of the organization by providing such outstanding customer service that current customers refer new customers on an ongoing basis
12.4 Firmly believes that only when each internal and external customers succeed, will they succeed

13.0 Specific Roles and Responsibilities: Academic Tutor/Classroom Assistant
13.1 Develop an understanding of the unique educational needs of the students concerned; work with the classroom facilitators to identify areas of potential growth and provide students with one-on-one or small group tutorial support; develop an intervention plan aimed at meeting the needs of individual students referred to the program as a result of being identified as being "at-risk" of insufficient progress according to departmental policies on this question.
13.2 Build and maintain successful relationships with students, treat them consistently with respect and consideration.
13.3 Promote independent learning and reinforce learning by constantly moving through the room to observe and assist students.

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13.4   Assist students in developing the appropriate study and organization skills needed to make progress in a learning environment.

13.5   Maintain appropriate records including attendance at regularly scheduled tutorial sessions, descriptions or activities undertaken each day, and prepare the necessary documents and records of activities.

13.6   Have formal and informal meetings with classroom facilitators, and the department chair, to contribute to the planning of lessons and activities to meet the special needs of individual students with literacy and learning challenges.

13.7   Prepare materials and resources and make recommendations on activities to be used as supplemental learning activities; integrate the use of on-line resources into tutorial sessions to assist students in developing independence.

13.8   Apply a variety of intervention strategies to meet the needs of individual students, from one-on-one tutoring, small group activities, or others.

13.9   For those students who have been recommended for mandatory attendance tutorial sessions, the following tasks will be undertaken: maintain accurate attendance records and enter these on a weekly basis into the on-line attendance tool; report to the department chair on a regular basis about student performance; participate in the process of reviewing a student's at-risk status.

13.10   Further support the delivery of the ESL Program by assisting facilitators during the class time, providing workshops and facilitating small group activities as recommended and planned by the course facilitator.

13.11   Support facilitators during Students' Conferencing Day, participate in the sessions as needed, provide feedback to the students on their progress and offer strategies/tools to work on.

13.12   Act as a substitute facilitator when required.

14.0   Specific Roles and Responsibilities: Volunteer liaison

14.1   Selection: Create and post ads for recruiting volunteers and contact other organizations to promote the volunteer program

14.2   Hiring: Complete the recruitment process by reviewing resumes, conducting interviews and reference checks

14.3   Volunteer orientation: Ensure volunteers have access to the Volunteer Handbook; conduct orientation by touring the facility and connecting them to the designated class(es) and facilitator(s)

14.4   Ongoing monitoring and support: coordinate schedules that work for both facilitator and volunteer; maintain contact with volunteers and facilitators to ensure the volunteer fit for the level and class; coordinate with the facilitators to keep track of volunteer hours; discuss and address any concerns from volunteer or facilitator; recruit more volunteers as needed

15.0   Specific Responsibilities: Administrative responsibilities

15.1   Attend to the administrative needs of the program and students' inquiries. Ensure their inquiries are adequately responded to; seek assistance if needed from resources available.

15.2   Discuss with the supervisor the issues, concerns, and any matter that relates to or impacts program delivery and day to day business.

15.3   Provide support in team meetings, prepare agenda items, take minutes, and assist with the resources needed.

15.4   Assist in completing the Course Outlines, Students' Handbooks, and other documents when required.

15.5   Assist with New Students' Orientation, participate in the session and provide support.

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15.6   Assist with marking program applicants' assessments, review the assessments and assign the benchmarks.

15.7   Address attendance issues with students and monitor as needed. Communicate with admission and attendance advisors as needed to determine any further actions needed.

15.8   Meet with students as needed, address their academic issues, and refer them to other resources.

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