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:	Professional Programs Co-operative Education Coordinator
Program/Department Name:	Business Management and Criminal Justice
Reporting to:	Student Services Department Chair or Designate
Position Summary:	Under the supervision of his/her Program Chair, this professional will be responsible for supporting students of the departments of Business Management and Criminal Justice prepare for, locate, and obtain meaningful employment through participation in his/her co-operative education course offered by the departments. His/her work load will include classroom facilitation of specific co-operative education courses, one-on-one advising, proactive liaising between clients and prospective co-operative education employers, along with cultivating industry networks, the collection and sorting of employment data, assisting with placement of student graduates, and follow up activities to monitor success. The successful candidate may also be involved in providing services in the form of seminars, workshops, and on-on-one interventions to students requiring help in locating employment prior to or following the end of his/her program.
Organizational Structure:	This Co-operative Education Coordinator 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 bachelors or masters degree in the field his/her department specializes in. This should be supplemented with on-going training in business and adult education. He/she will be a highly organized and experienced leader and team player, an effective communicator, and open to chance. This person will also possess strong interpersonal skills, have a keen desire to learn and grow professionally, and have a strong work ethic. Candidates with related mixes of experience and education, or educational administration may also be considered.
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 of everyone's 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

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Roles and Responsibilities	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.
	All responsibilities listed below will be carried out under the general direction and supervision of the Assistant Program Chair – Student Services/Integrated Training. In consideration of this, the Professional Programs Co-operative Education Coordinator 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
  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)

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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

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

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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

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

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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

Specific Roles and Responsibilities

13.0   Administrative Role

13.1   Attend Facilitator program and course-related orientations, in-service training, Department Chair meetings and program team meetings; be familiar with and prepared to implement the policies and procedures described in the document titled "Position Description Professional Programs Facilitator".

13.2   Maintain regular office hours, to be shared with students, in order to provide extra help and coaching with job placement skills.

13.3   Maintain records of student achievement and attendance, along with documenting and reporting on student progress toward locating a work experience placement; documenting and assisting the students in taking the steps associated with job search; providing reports on these items in a timely fashion to the Department Chair and other key stakeholders respecting these items.

13.4   Implement the policies and procedures associated with the calculation, record keeping and semester transition processes of the Department.

14.0   Facilitation Role

14.1   For a complete listing of roles and responsibilities in this area please obtain a copy of the Facilitator Roles and Responsibilities in Professional Programs.

15.0   Practicum Advising Role

15.1   Lead the effective collection and recording of client placement information; design and generate reports to be shared with key stakeholders; develop and share reporting processes documenting individual student placement success.

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15.2   Provide one-on-one job coaching in job search as per the student's needs; proactively work with student to make initial job search contacts if needed, and assist in locating and supporting students in a co-operative education placement for high barrier clients, including liaising with potential employers and recruiting possible co-operative education placements.

15.3   Help develop with the client a co-operative education portfolio (where needed).

15.4   Add to and build the pool of potential co-operative education employers through on-going research, and contact with businesses and institution in targeted industries; this may include calling potential employers, visiting businesses to determine interest, attending career fairs and similar networking contacts.

15.5   Provide one-on-one coaching/counseling assistance to students for all career related concerns.

15.6   Maintain job board; receive, review, and post all job postings and/or employment opportunities; make periodic presentations on the location of the job board and how to use it.

15.7   Provide on-going support where needed to all BM and CJ students in resume and cover letter writing and review; provide support to all BM and CJ students, where needed, to obtain employment.

15.8   Follow up with students on an ongoing basis and Input and update student's employment status on CRS.

15.9   Maintain a co-operative education file for each student.

15.10   Review follow-up and/or after support services as well as job matching/placement services with students.

15.11   Promote and advertise programs and services by networking with employers and other   agencies.

15.12   Contact employers on behalf of the clients and help to forward their cover letters and resumes.

15.13   Assist in organizing and attending interagency meetings to promote our programs and services as well as gather information regarding other programs and services which are   available for referring students to the college.

15.14   Attend appropriate stakeholder meetings to help coordinate services with the College.

15.15   Assist with development and refinement of BM/CJ Practicum Manual.

15.16   Collect information from students currently employed and determine if these work placements can be utilized for the co-operative education component.

15.17   Perform other duties assigned from time to time by the supervisor.

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