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:	Coordinator Human Services Programs
Program/Department Name:	Human Services
Reporting to:	Vice President Academic
Position Summary:	This individual will provide leadership, coordination, supervision, support and assistance in the management of Human Services programs. The individual will demonstrate a strong commitment to building and delivering innovative human services programs/courses, providing an outstanding education for students, and providing superior client service. This professional will be directly engaged in student enrollment management and retention. In addition, a classroom facilitation component will be considered on a flexible basis as part of this individual's assignment and paid for separately on an adjunct facilitator basis.
Organizational Structure:	This individual will work in a flat organization structure consisting of one direct supervisor, a number of program peers and other management specialists. The individual will operate as autonomously as authorized by his/her supervisor.
Qualifications and Experience:	Master's degree in a relevant area/s of human services. Minimum of three years of relevant experience in a human services role Experience in facilitating coursework and delivery of workshops Knowledge of curriculum design and adult education practices Previous history of supervisory/management experience is desirable Excellent communication and leadership skills Knowledge, training, experience and interest in the use of computer technology to deliver programs Demonstrated ability to work effectively with ethnic, cultural and socially diverse student populations
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 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 Vice President Academic. In consideration of this the Coordinator Human Services Programs will:

Document Name: Position Description –Coordinator Human Services Program
Document Number: ADM-P247
Revision #2   **NOTE: Revisions to this document can be made following procedures outlined in Document #ADM-P014 – Document Control Policy and Procedures**
Revision Date: August 10, 2017
Approved by: Tom Snell
Page 1 of 5

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)
  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

    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)

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Revision #2   **NOTE: Revisions to this document can be made following procedures outlined in Document #ADM-P014 – Document Control Policy and Procedures**   Page 3 of 5

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

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 Occupational Health and Safety Management
13.1 All employees are responsible to be familiar with the College's Occupational Health and Safety policies and regulations and their responsibility related to said documents.

13.2 All employees are to become familiar and maintain familiarity with the College Emergency Response Plans and their roles and responsibilities when an emergency occurs.

13.3 Designated employees are responsible to maintain their training in such areas as First Aid and Cardio Pulmonary Resuscitation.

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Approved by: Tom Snell
Page 4 of 5

13.4 Each employee should be a participant in emergency response simulation, table top discussions, and/or team meetings related to the subject.

13.5 Employees are to take corrective action when they experience an incident or near miss and report this situation on an Incident Report form.

13.6 Each employee shall work in a safe manner, be safety conscious on the job and cooperate with other employees by following the health and safety rules of the College.

14.0 Convocation Ceremonies

14.1 Assist with leadership as it relates to convocation ceremonies.

14.2 Assist with the preparation for the annual convocation ceremonies for the entire college.

14.3 Assist with development and implementation procedure and policies for convocation.

15.0 Regular Coordination Duties

15.1 Coordinate and oversee the effective delivery of Human Services programs and courses; provide leadership in these areas.

15.2 Progressively work on building Human Services programs that respond to the needs of individuals and the current employment data/trends.

15.3 Maintain strong working relationships with faculty and understand how to support their facilitation needs.

15.4 Assist and provide classroom support in areas such as lesson design, instructional strategies, assessment, grading, and learning strategies.

15.5 Implement best practices in Adult Education.

15.6 Prepare teaching materials and course outlines with the assistance of faculty.

15.7 Promote Columbia College's Human Services programs/courses through community outreach, advocacy and marketing.

15.8 Sit on committees associated with Human Services and be an ambassador of Columbia College.

15.9 Research current trends and information regarding Human Services programs/courses; maintain continual current knowledge in this field.

15.10 Provide leadership and direct involvement in utilizing technology for learning.

15.11 Provide professional development training to faculty with respect to best practices to support student success and retention in these programs.

15.12 Provide direct classroom facilitation of one or more courses on a flexible basis.

15.13 Provide direct monitoring of student progress and implement at-risk interventions.

15.14

15.15 Collect quantitative and qualitative data on Columbia's Human Services programs, provide an analysis of such data, make decisions based on data and other factors, and provide reports on progress in reaching outcomes.

15.16 Under the direction and guidance of one's supervisor, provide supervision of faculty and evaluate performance.

15.17 Build and maintain effective student relationships and engagement; manage student issues as they arise.

15.18 On a regular basis review Columbia College's website regarding the information presented on our Human Services programs; recommend changes.

15.19 Participate in the writing of proposals for new Human Services programs and courses.

15.20 Meet regularly with one's supervisor to review such areas as program/course development, enrollment numbers, student progress and faculty development.

15.21 Work closely in a consultative fashion with a Human Services Advisory Board.

15.22 Prepare reports as required.

15.23 Duties as assigned.

16.0 Administrative Duties

16.1 Assist with developing a budget for Human Services programs and courses.

16.2 Develop and implement an annual Human Services Operating Plan and regularly report to stakeholders.

16.3 Revise/edit/create/assist in developing program-related documents/manuals.

16.4 Assist in the effective hiring of faculty.

16.5 Provide an orientation for all new Human Services faculty and staff.

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Page 5 of 5

16.6 Prepare proposed assignments for each semester in an efficient and timely manner. Submit these to the Vice-President Academic for approval.

16.7 Develop, update and maintain a yearly delivery schedule of semesters/courses and their associated syllabi as required by the Registrar's office.

16.8 Handle general phone calls and/or messages from stakeholders and students.

16.9 Interview prospective students if requested to ensure professional suitability and potential for successful completion of the program.

16.10 Working with the Registrar's office, monitor attendance and meet with students who have attendance problems.

16.11 In a timely manner prepare textbook lists and other learning resources related to the program.

16.12 Develop and maintain a secure test/exam bank.

16.13 Working with the Library Resource Centre staff, ensure faculty has the required resources for each semester.

16.14 Monitor and ensure the accurate and timely entry of attendance and grades according to directions from the Registrar's office.

16.15 Request Customer Satisfaction Surveys and manage the process. Ensure program/facilitator surveys are completed and submitted to the Registrar's office prior to the end of a semester.

16.16 In a timely manner ensure that all faculty and student paperwork is completed at the end of each semester.

16.17 Ensure classroom space is available and booked for student/facilitator use.

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Revision #2   **NOTE: Revisions to this document can be made following procedures outlined in Document #ADM-P014 – Document Control Policy and Procedures**   Page 6 of 5