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:	Practicum and Employment Advisor
Program Name:	Criminal Justice Professional Programs - Human Services Professional Programs
Report To:	Program Director – Criminal Justice & Human Services
Position Summary:	This professional will be responsible for supporting students in the respective professional program to prepare for, locate, and obtain meaningful employment through participation in his/her practicum course. His/her work load will include identifying and cultivating relationships with key organizations and industry professionals, and proactively liaising between students and prospective practicum employers and/or employers of graduates. The successful candidate may also be involved in providing services in the form of seminars, workshops, and on-on-one interventions for students in locating employment prior to or following the end of his/her program. This is a part-time position with varying hours according to need.
Organizational Structure:	This Practicum and Employment Advisor 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 bachelor's degree, or ideally a Master's degree. He/she will have exceptional networking skills; have a large employer network in Calgary and surrounding areas (or a strong ability to develop networks) in the justice and human services profession; be highly organized; valuable team player; effective communicator; have strong interpersonal skills; a keen desire to learn and grow professionally, and have a strong work ethic. This professional should have an understanding and passion for supporting a diverse population of students with different barriers to achieve their career goals. Commitment to customer service, diplomacy, sensitivity, and professionalism are required. Work experience and education in Justice and Human Services would be considered assets. Candidates with a combination of experience and education 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 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. In consideration of this, the Practicum and Employment Advisor's responsibilities will include:

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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

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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

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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
 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

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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

The Practicum and Employment Advisor role is a key position to the employment success of students in the Criminal Justice and Human Services professional programs. This position is responsible for supporting students to find a practicum placement related to their career goal. This Practicum and Employment Advisor role is critical in helping students prepare for and finding employment in their field of training. The key outcome measure of this position is to ensure that each student obtains what they would describe (on a five point scale) as a very good to excellent "entry level position ", with a very good to excellent employer, and with a very good to excellent "entry level" salary.

13.0 Employer Relations

13.1 Maintain current knowledge of the job market, industry and employment trends, supply and demand, salary scales, and changing needs of employers.

13.2 Maintain relationships with existing employer partners through telephone and email outreach as well as scheduling meetings and developing avenues to increase presence of employers on campus. Other activities may include visiting employer sites, and possibly attend networking and/or professional association functions to maintain relationships.

13.3 Develop targeted prospect lists of employers and build the pool of potential practicum/employment employers through on-going research and contact with associations, institutions, and organizations as needed.

13.4 Prospect potential practicums and employment opportunities as per the career goals of each student.

13.5 Update and maintain employer database with updated contact information and any relevant information pertaining to employer.

13.6 Contact employers on behalf of the students and help to forward their cover letters and/or resumes (as needed).

13.7 Serve as a key point of contact for employers seeking to recruit Columbia College students for practicums and employment.

13.8 Assist and support students and their employers in the establishment and maintenance of shared, respectful relationships.

14.0 Practicum

14.1 Meet with students individually and in small groups, as needed, to support their pursuit of a practicum placement.

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14.2 Utilize an electronic communication system in order to contact students quickly and efficiently as needed.

14.3 Contact graduates currently employed and determine if these work placements can be utilized for the practicum component or future employment of other graduates.

14.4 Support students to find practicum placements and, ideally, have practicum contracts signed before or within the first few weeks of the beginning of the students expected practicum start.

14.5 Match student with appropriate organization for practicum placement based on each student's specific career goal.

14.6 Help student's understand that most employers prefer to hire new employees who have both a formal education, as well as "experience" in industry. They should further understand that their practicum will provide them with valuable "experience" in industry.

14.7 Help students understand that the better job they do in their practicum, the more this will aid them in future employment. For example, references, job leads, networking, and referral to friends in companies who are currently hiring employees.

14.8 Monitor student performance and learning experiences and resolve difficulties during student practicums through interviews, telephone, coaching, and correspondence with both employers and students. Engage in on-site visits if needed.

14.9 Review employer feedback and provide guidance and direction for all students during the practicum course or to individual students in private where needed.

14.10 Maintain a practicum file for each student. Gather completed documents pertaining to practicum including contracts, practicum hours, and student performance reviews.

15.0 Scheduled Workshops

15.1 Prior to the expected practicum start, organize workshops using a meeting agenda. Scheduled classes will focus on topics related to students' personal and professional development, student successes/challenges, and issues relating to the practicum.

15.2 Prepare agenda topics based on identified student needs. Agenda topics will change based on the timeframe within the practicum:

15.2a Prior to the students' practicum, agenda topics may include: proper behaviours of a professional; contributing to a team; proper dress and manners, researching practicum employers; student's role in the practicum; getting along with others; taking initiative; how students will be evaluated in the practicum, and workplace professionalism.

15.2b During the practicum, agenda topics may include: understanding the difference between teamwork versus competition in the workplace; better understanding of the challenges employers, other employees, clients and/or customers face by engaging in role reversals; what are examples of more effective and less effective professional conduct; growing personally and professionally in the practicum, and how employees (including students) can contribute to the success of an organization.

15.2c Towards the end of the practicum, topics may include: how to obtain a reference letter from the employer, and how to include it as part of their resume; how to continue employment with employer (if paid practicum), or how to obtain future employment opportunity with the employer (if unpaid practicum); how to get referrals to other possible employment opportunities; how to network.

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15.2d Any agenda items of personal nature should be discussed with the student privately, unless the student wishes to share it with the class and it is agreed that the class would benefit from the discussion.

16.0 Coordination and Reporting

16.1 Work with the program Directors to support students and graduates with their job search by providing employment opportunity leads and connecting students to employers.

16.2 Notify Coordinator of Career Services of potential jobs for posting on Columbia's job board and various social media such as Facebook and LinkedIn.

16.3 Report on progress of employer development and student practicum placement through reports submitted to the Department Director(s) and President of Columbia College.

16.4 Identify employers for on-site job fairs and special events.

16.5 Provide support to Career Services by collecting and reporting of graduate employment data.

16.6 Attend appropriate stakeholder meetings to help coordinate services with the college.

16.7 Provide appropriate documents, to the Registrar's office, at the end of students' practicum course completion.

16.8 Prepare a final course grade, for the Registrar's office, for each student enrolled in the practicum course. The grade should be based on the student's performance review by their employer, as well as their performance in class.

17.0 Perform other duties assigned from time to time.