Transition Support Program Assistant (PA)

Position Description

**Position Title:** Transition Support Program Assistant (PA)

**Department:** International Student Services (ISS)

**Term:** Summer 2020-Winter 2021

**Hours:**
- 10 hours per week (approximately, May-April)
- 30 hours per week (approximately, Aug 20-Sept 11)

**Length of Position:** Mid-May 2020 – mid-April 2021 (some evenings, statutory holidays and weekend work may be required)

**Compensation:** $18/hour

International Student Services (ISS) provides support to international students at UCalgary, as well as engagement opportunities for non-international students. Services that we provide include immigration advising, transitional advising and support, trips and social events, and mentorship and language sharing programs. The Program Assistant (PA) team supports the day-to-day operations of ISS and assists with coordination of the programs that are critical to our support model. PAs have access to a shared workspace and must work collaboratively with other PAs and with ISS staff to create a positive experience for students who come in for help and advice.

The Welcome Centre assists new-to-Calgary students by providing peer-advice about getting settled in a new city; specific areas of advising include: finding housing, accessing resources on and off-campus, connecting with peers through social programming and events, accessing city resources like public transit, locating convenient grocery stores and banks, and navigating Calgary culture.

This position will work approximately 10 hours per week, with the exception of when the Welcome Centre is open, during which time they will work 30 hours per week (mid-August-early September). This position reports to the Advisor, International Student Transition Support and the Advisor, International Student Intercultural Programs.

**SPECIFIC TASKS AND RESPONSIBILITIES**

The **Student Transition Support Program Assistant** supports several program for international and new-to-Calgary students.

**Welcome Centre:** acts as an advisor, leader, and role model for a team of three WC student assistants; works effectively to oversee the efficient day-to-day operation of the Welcome Centre including developing weekly staff schedule, providing direction to student assistants, resolving any issues that arise with student visitors, tracking daily statistics, and coordinating a calendar of activities that showcase various on-campus resources.
International Student Mentorship Program: Monitor the Mentorship D2L course, post updated information to discussion boards and monthly news updates, summarize and report monthly results from mentor and mentee surveys; run the mentorship welcome reception events in September and January

International Student Orientation: Assist with International Student Orientation planning, presentation preparation, on-the-day event support including check-in, wayfinding, and volunteer coordination; use student feedback to develop relevant extended events throughout semester (such as information sessions or student dialogue events) and informational resources. Work with Engagement PA and Administrative Admin to develop materials for social media and website.

New-to-Calgary Tours: design training and coordinate volunteers for start of semester tours to orient students to life in Calgary (e.g. campus, grocery store, Calgary public transit) in August/Sept and Dec/Jan; coordinate monthly themed tour in Calgary community based on current events around the city or campus throughout academic year (Oct-Dec; Feb-Apr); co-led tours with student volunteers

Training: onboarding to take place in May with direct supervisors; must be available for 2-day training at start of Welcome Centre (Aug. 20/21)

Working with ISS Staff:
- Attend meetings every two weeks with supervisors (weekly when Welcome Centre is open)
- Liaise with other ISS PAs to promote upcoming social events, volunteer opportunities, and relevant resources to share with student audiences
- Present to ISS staff on experience at end of position term

QUALIFICATIONS
- Completed at least one academic year at UCalgary and in good academic standing
- Able to work collaboratively with other Program Assistants and with ISS staff
- Demonstrated professionalism, attention to detail and good judgment
- Strong written and verbal communication skills
- Proficiency in Microsoft Office applications (Word, Excel and PowerPoint)
- Demonstrated ability to balance academics with extracurricular commitments
- Knowledge of University of Calgary culture, policies, procedures, and operations and an understanding of the challenges and issues that new-to-Calgary students may encounter
- Knowledge of Calgary communities, transportation, amenities, and cultural centres is an asset
- In good standing with the Student Conduct Office

CONDUCT STATEMENT
This position requires students to be in good conduct standing for non-academic misconduct. Students who are not in good conduct standing have an active sanction of “Probation for Non-Academic Misconduct” that has been assigned through formal conduct proceedings per the Non-Academic Misconduct Policy. Students are informed in writing of the sanction by the Student Conduct Office. Note: Involvement in the Non-Academic Misconduct process does not automatically mean a student is
not in good conduct standing; this applies only to those students who have been assigned the sanction of Probation for Non-Academic Misconduct. If you have been found responsible of a violation of the Non-Academic Misconduct Policy and you are unsure if you have received this sanction, please contact conduct@ucalgary.ca. Please note that in submitting your application, you are verifying that you are in good academic standing and consent to this being verified by the Student Conduct Office. Note that details of non-academic misconduct cases are not shared through this process.

APPLICATION PROCESS
Please complete applications online via CareerLink. Only candidates selected for an interview will be contacted. If you have any questions about this position, please email international.advice@ucalgary.ca

Deadline to Apply: Thursday, March 26, 2020
Careerlink Job ID: 64697
Interviews to take place: Week of March 30, 2020