

Job Title: **Associate Director, Work Integrated Learning (WIL)**
Competition #: **23-792**
Dept / Campus: Co-op Education, Career Services & Work Integrated Learning (WIL)/Doon
Salary Range: Pay band 12 Range \$93,637 – \$124,850
37.5 hours/week
Posting Date: August 23, 2023
Closing Date: September 14, 2023
Vacancy Type: Administrative Full-time Replacement Position

Reporting to the Executive Director, Co-operative Education, Career Services and WIL, the Associate Director of Work Integrated Learning (WIL) is responsible for the design, development, and delivery of quality student non-paid work-integrated learning experiences for more than 4000 students.

The role also oversees the design and implementation of the College-wide processes related to Unpaid Education Placements (UEPs), supporting the clearance of pre-placement requirements and student placement activities. They are responsible for collaborating with IT Services and Online Learning Center (OLC) to maintain and upgrade the H.S. Trax system and eConestoga sites respectively.

The incumbent spearheads the development of an effective student support structure within WIL and manages improvements to and delivery of the Safety in the Workplace course. This role will lead and facilitate a significant change management process to support innovation and quality practices in WIL (unpaid placements).

The incumbent will raise the profile of WIL and pursue excellence in the service delivery of student and employer WIL experiences to maximize community impact. This role will champion best practices in WIL and promote the development of communities of practice in the field.

Successful candidates will be required to conduct work within Ontario and must be available to work on campus as required. It is anticipated that this position will meet the needs of the department through a hybrid work arrangement with 3 days on-site, and 2 days remote. Travel to other campuses may be required.

RESPONSIBILITIES:

Administrative

- Develops and maintains relationships with campus partners, including Deans, Program Chairs and Program Coordinators, and external stakeholders in relation to WIL
- Leads the WIL team to continually assess and enhance WIL services and the student experience
- Collaborates with appropriate departments to develop policies and procedures
- Plans for and create policies and best practices in WIL
- Leads the development and implementation of student support in WIL activities
- Collaborates with Program Chairs, faculty, Co-op Advisors, Employer Relations, Operations, and Leadership team to resolve complex student and/or employer situations
- Provides leadership to manage the admission planning processes within WIL
- Collaborates with leadership to identify opportunities and implement solutions to elevate

student and employer satisfaction with Conestoga

- Advises in the design and development of WIL components
- Participates in Program Development Advisory Committee (PDAC) meetings
- Participates in the Talent Hub department's multi-year strategic planning process
- Develops the annual budget for WIL Services and tracks and monitors expenses
- Coordinates in the development, monitoring and implementation of annual and multi-year goal-setting and action plans in alignment with the overall Career, Co-op and Work Integrated Learning (CCWIL)/Talent Hub strategic plan

Managing a Team of Field Placement Officers & Field Placement Support Staff

- Maintains a high level of staff performance through effective recruiting, selecting, training, motivating and performance management
- Ensures staff have role clarity, resources and support required to be successful in their positions
- In consultation with direct reports, develops annual performance goals for each staff member that are measurable and align with the fiscal year goals and priorities of the Talent HUB/CCWIL
- Develops and oversees the implementation of a strategic plan and critical path to integrate pre-admission and continuing student requirements for practicum health and safety-related requirements for each admission cycle/semester
- Oversees the development of all business development plans and progress reports
- Establishes and implements a quality assurance outcomes-based performance management system
- Implements systems for regular review, through a feedback cycle of internal and external stakeholders

Managing the Affiliation Agreement Process

- Develops a process and critical path related to implementing and updating Practicum contracts and Affiliation Agreements, in collaboration with the Executive Director of Co-op, Career & WIL to ensure clarity and timeliness of development and review and approval
- Liaises with Program Coordinators and Placement Officers related to new placements and contract requirements
- Liaises with the Executive Director of Co-op, Career & WIL regarding potential liability issues and matters related to insurance coverage and out-of-province placements
- Monitors placement processes to ensure protocols are being followed and follows up with staff accordingly, including ensuring all Placement Employers sign Workplace Safety Insurance Board (WSIB) documentation in collaboration with Occupational Safety, ensuring all students complete and sign required consent forms for WSIB/private insurance coverage, and maintaining processes for completion of student consent forms (via MyConestoga and OHS1320) required prior to placement activities and communicates these to placement officers
- Ensures timely student incident reporting to Occupational Safety and WSIB and the completion of required documentation

Development & Implementation of the Safety in the Workplace Course

- Monitors content to meet legislative guidelines and communicates any changes required to

course content to eConestoga Curriculum Consultants

- Maintains linkages between the Safety in the Workplace course and the H.S. Trax student information database in collaboration with IT services
- Coordinates course facilitator's efforts across the College, including continuous quality improvement and training
- Responds to student complaints related to the course that cannot be resolved through the Facilitator
- Works to resolve course issues in collaboration with eConestoga, Desire to Learn, and the Online Learning Centre
- Assists with Credit Transfer and Prior Learning Assessment Recognition (PLAR) questions, in collaboration with the Credit Transfer Office
- Ensures the Safety in the Workplace course is included in all programs (old and new) that have an Unpaid Education Placement (UEP)

QUALIFICATIONS:

- Master's Degree in a related discipline, preferably in Education, Business, or Management
- Five years of practical working experience, including supervisory/management experience
- Experience working with international students or immigrants to secure employment
- Experience in an educational setting an asset
- Knowledge of labour market trends and community partner needs
- Knowledge of WSIB/Insurance information and contractual agreements an asset
- High level of computer literacy including familiarity with a Student Information System in an academic setting is considered is an asset
- Experience using technology to deliver services
- Understanding of customer relationship management databases
- Strong organizational and interpersonal relations/conflict resolution skills
- Exceptional written and oral communication skills
- Excellent communication, networking, and relationship-building skills
- Knowledge of sales and marketing techniques
- Customer service and project management skills
- Strong leadership and management skills; Ability to build teams and manage change