

POSITION DESCRIPTION FORM (PDF)

Regular Part-time Support Staff

Position Title: Student Rights and Responsibilities Facilitator

Position Number: PT0133 **Pay Band:** 8

Reports To: Amie Kroes

Appointment Type: 12 Months **“Other” Hours Details:**

Scheduled Weekly Hours (maximum 24 hours per week): 24

PDF Completed By (Manager Name): Amie Blimke

Effective Date: July 12, 2018 **Last Revision:** [Click here to enter text.](#)

SIGNATURES

Incumbent: _____ **Date:** _____

(indicates incumbent has read and understood the Position Description Form details)

Supervisor: _____ **Date:** _____

(indicates the supervisor has authorized and assigned the duties & responsibilities in the PDF)

NOTE: Please return the original PDF to HR Operations (Michelle Bozec) as soon as it has been signed. Thank you.

PART ONE:

POSITION SUMMARY

Summarize the overall purpose of the position and why it is necessary within the organization. The summary should be a concise description (rarely more than two or three sentences) of the total position and should include only the most significant aspects of why the position exists in terms of its goal and objectives and its purpose in the College.

The incumbent will provide support related the development, coordination and facilitation of campus wide prevention and education strategies on a variety of topics. Specifically, topics will be relate to behaviours outlined in the Student Rights and Responsibilities (SR&R) Policy and the Sexual Violence Prevention (SVP) Policy.

Support the work done in the Office of Student Rights and Responsibilities. This includes supporting daily operational needs such communicating with students and employees, setting up appointments, writing letters and reports, and updating online databases.

Additionally, the incumbent will act as the first point of contact for disclosures of sexual violence, providing confidential advice, support and resources to survivors of sexual violence.

PART ONE: *(continued)*

KEY DUTIES & RESPONSIBILITIES

Indicate as clearly as possible the significant duties and responsibilities associated with the position. Indicate the approximate percentage of time for each duty. Keep sentences short, simple and to the point. *TIP: Describe major clusters of functional work rather than detailed individual work routines and procedures.* Do not use allocations of less than 5%.

	Summary Details	Percentage %
1	<p>1. <u>Responsible for Education Facilitation and Event Planning and Implementation.</u></p> <ul style="list-style-type: none">• Using recognized student development theory, plan and implement educational and informational programming designed to enhance the knowledge of students on sensitive priority topics such as student rights and responsibilities, sexual violence, conflict resolution, and harm reduction strategies (eg. cannabis and opioid usage).• Assist with college-wide programs/events for students that promote healthy behaviour in line with College policies• Work with on campus partners (Student Services, Student Governments, Student Life, and other areas of the College) and external partners to facilitate events and workshops.• Provide feedback when issues around the practical application of policies and/or procedures arise.• Assists in the development of materials related to students	50%

	<p>in behavioural crisis to be used institution-wide, including print and web-based materials</p> <ul style="list-style-type: none"> • Provide referrals, resource information to students. 	
2	<p>2. <u>Administrative Support to the Office of Student Rights and Responsibilities.</u></p> <ul style="list-style-type: none"> • Setting up appointment times with students to meet with a case manager and sending email or letters to confirm said appointments • Providing communication to students relating to ongoing cases • Maintain confidential files on disciplinary cases using College sanctioned software. 	20%
3	<p>3. <u>Responsible for Provision of Outreach support for Students of Concern.</u></p> <p>Assisting the Manager, Student Rights and Responsibilities in the provision of procedural support to students involved in a Student Rights and Responsibilities or Behaviour Assessment and Management Process. At times, this may include assisting other managers in collaborative projects (eg. Residence Life Office).</p>	15%
4	<p>4. <u>Responding to student disclosures of harm</u></p> <p>As a facilitator on sensitive topics, the incumbent will likely be the trusted person students will go to disclose personal experiences of harm</p> <ul style="list-style-type: none"> • Compassionate, non-judgmental listening to experiences • Understanding which policy or processes may apply • Providing feedback to students about possible courses of action based on the situation they present • Provide in the moment emotional support and respond appropriately in cases of distress and/or crisis • Provide emotional support as a student goes through internal processes (eg. being present during interviews with a case manager if the student is making a formal report). 	10%
5	<p>Other Duties As Assigned <i>(do not amend this section)</i></p>	5%

To calculate the relative percentage of time allocated to each cluster of key duties & responsibilities, remember to consider the total amount of hours this part-time position will normally work in a year.

For example:

An RPT position which normally works 24 hours per week for 10 months of the year would have approximately 960 annual hours (24 hrs/wk x 4 wks/month x 10 months). If this position is estimated to spend 5 hours per week completing a cluster of work associated with organizing and maintaining business files, you would allocate 20% to this function calculated as (5 hrs/wk x 4 wks/month x 10 months) divided by 960.

PART TWO:

TRAINING & TECHNICAL SKILLS

Indicate the minimum level of independent studies, formal education, internal and/or external training programs including professional and technical or apprenticeship courses necessary to fulfill the requirements of this position.

Formal Education Requirements:

Completion of a two (2) year college diploma.

Field(s) of Study:

Social Work/Social Service Work or a related field

Other Vocational Certifications and/or Apprenticeships:

ASIST is an asset

EXPERIENCE

Specify the minimum number of months and/or years of practical experience in any related work necessary to fulfill the requirements of this position.

Practical Work Experience:

More than one year up to three years.

Additional Skills & Abilities:

Facilitation of workshops, training, or groups. Proven experience in programming and planning for student development. Experience handling confidential/sensitive information, resolving conflict and assisting clients with varied needs. Experience using a variety of software packages such as word processing, spreadsheet, PowerPoint, etc.

We are seeking a candidate with a strong intersectional feminist, anti-oppressive and anti-racist analysis of sexual, intimate relationship and family violence. The incumbent should be culturally knowledgeable and sensitive to particular demographics at risk.

PART THREE:

COMPLEXITY

Describe the amount and **nature of analysis, problem-solving and reasoning** required to perform the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity

Offers advice giving and navigational support related to all processes and systems in cases of student disclosures of a violation of their rights. This usually involves situations of high stress and possibly crisis.

Description

The incumbent would need to know if the situation reported falls under mandatory reporting. The incumbent should know which policy (if any) would apply to the situation. The incumbent should be able to assist the student in navigating the reporting process of any given policy (formal and informal options)

The complainant would be provided internal and external referrals for support and options for responding to the unwelcome behaviour. This includes the possibility of working with the Office of Student Rights and Responsibilities and/or Campus Security and/or Residence Life in the creation of safety plans.

The situation would be investigated by a case manager and the incumbent may provide emotional and practical support through this process.

From the initial report through to the support during a fact-finding process, the incumbent must be able to respond to students who are in varying states of distress. Some may require significant de-escalation, grounding, and/or crisis intervention. The incumbent is expected to recognize the signs of stress vs. distress and be able to independently respond efficiently and effectively when someone is in a crisis state.

Example #2

Task / Activity

Researching and developing educational workshops with the ability to articulate learning goals and curriculum objectives.

Description

The incumbent must be able to be able to seek out, evaluate, synthesize, and use data and information from a variety of sources to create or refresh training/presentation materials. For example, when researching and developing strategies for presenting information on the topic of sexual violence prevention, the incumbent must determine how much information is needed and what types of sources to use (e.g., academic literature, internal data, interviews with colleagues/experts in the field, activities). They must then seek out the relevant information from a variety of sources and present in a way that clearly and concisely addresses the issue being discussed. They must have the ability to execute learning objectives in training program, and provide continuous monitoring of student engagement.

Key Considerations:

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

Is the work considered to be routine/non-routine?

Routine

How would you describe the complexity of the work?

Some duties are varied and complex.

Describe the business processes used by the position.

Processes are specific and related.

JUDGMENT

Describe the degree of independent judgment and problem-solving required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Facilitation and/or event adaptability
Description Incumbent would be expected to have sound knowledge of subject matter and ability to develop workshop and event plans with minimal guidance. When facilitating a workshop, training or presentation, the incumbent will be expected to adapt their approach based on the needs of the audience and the learning objectives. Trainings and events should recognize the intersectionality of issues and be inclusive in nature. The incumbent must have an awareness of anti-oppressive practice and be able to implement this practice into the implementation of events. In addition, the incumbent must be prepared to respond to student disclosures in session and maintain the safety of the room as well as the safety of the individual disclosing. This requires quickly adapting, being flexible and knowing when to pause a conversation or direct it accordingly. The incumbent can also expect disclosures to occur after a presentation/event/workshop. The incumbent must find ways to hold appropriate boundaries, but also make space for sensitive conversations and to attend to the emotional needs of the student in that moment.

Example #2

Task / Activity Imparting advice about possible and appropriate next steps for reporting and referrals
Description The incumbent is expected to be knowledgeable about the possible avenues a student can be supported when they have experienced harm, including appropriate College policies. The incumbent must know and be able to advise a student if their experience is one which falls within the scope of a College policy. The incumbent must know the different reporting options based on the issue, and based on policy scope. The incumbent must also be knowledgeable and be able to

provide advice on different internal and external support options. This includes being able to provide a “warm handoff”. The incumbent will provide advice around the student’s rights, and what to expect if they engage with any of the possible options presented.

The incumbent will provide a compassionate response, where the student is given enough time to share their story and state what their needs are. The incumbent is to take direction from the student and provide additional navigational support when requested (such as how to receive accommodations, or who to talk to about health insurance).

Key Considerations:

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

The work duties typically require:
Some choice of action within established limits.

In determining a solution for problems, the incumbent has discretion to:
Choose from a range of existing options.

MOTOR SKILLS

Describe the aspects of the position that require fine motor movements (delicate, intricate or precise) related to the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Computer Skills (keyboarding, mouse), telephone and office machines
Description The creation of notes, reports, emails, photocopying, etc. and use of other computer related technologies.

Example #2

Task / Activity Computer skills - Software skills
Description In depth knowledge of Microsoft programs such as PowerPoint, Word and Excel

Key Considerations:

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

When considering ‘speed’ of fine motor movements for this position:
Speed is a secondary consideration.

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Computing skills	30%
Data inputting/creation (ie. spreadsheets and PowerPoint)	20%

PHYSICAL DEMAND

Describe the degree of **physical demand** required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the type and duration of physical effort, the frequency, the strain from rapid and repetitive fine muscle movements or the use of larger muscle groups, lack of flexibility of movement, etc.

Example #1

Task / Activity Facilitating presentations
Description The incumbent may be on their feet for 1-2hours without opportunity to break. They are free to use the space they are in to walk and stretch as they do so.

Example #2

Task / Activity Event facilitation
Description During events, the incumbent may spend the majority of their time on their feet standing and/or walking. As the project manager for the event, they have an opportunity to plan breaks, or delegate certain tasks to volunteers to provide themselves any needed breaks.

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Standing/walking	25%
Seated/Sedentary	75%

SENSORY DEMAND

Describe the degree of **sensory demand** required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the level/degree of concentration (visual, auditory, tactile, etc.). Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Research
Description Incumbent will spend time gathering, analysing, and synthesizing information from a variety of sources. For example, the incumbent, when developing training or workshop materials, will be expected to weave together internal college data with research from external sources, and information from Ministry Guidelines. In order to craft a useful deliverable, the incumbent must be able to look at large volumes of information, parse out what is most relevant to Fleming's institutional context, discard irrelevant or misleading information, and present the content in a format that presents information in a clear, concise and engaging manner.

Example #2

Task / Activity Providing support to the needs of students/employees when assistance is requested
Description The incumbent will be a key resource to students and employees on the topic of sexual violence and will be expected to attend to any situations that come forward and be able to refer to a process as appropriate. The incumbent must attend to both the practical and emotional needs of the individual(s) requesting assistance.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

How would you describe the requirement for attention to detail in this position?

Frequent/Regular

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Research	15%
Content Creation	15%
Support provision Skills	20%
Facilitation skills	50%

STRAIN FROM WORK PRESSURES / DEMANDS / DEADLINES

Describe the degree of **work pressures** involved in performing the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the deadlines, interruptions, distractions, multiple or conflicting demands/workloads and dealing with people in difficult situations. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Responding to difficulty situations – i.e. Supporting individuals who feel they have experienced sexual harm (emotional strain)
Description People seeking support may be in emotionally vulnerable situations. The incumbent is expected to respond to individual disclosures of sexual violence and harassment with sensitivity and particular attention to the diverse impacts of violence on survivors who are racialized, Trans or gender non-conforming, faith-based, or have disabilities and/or are members of other historically marginalized communities. There are “peak” times for disclosures, but when and how a disclosure will come in is unpredictable. However, this is not a daily occurrence.

Example #2

Task / Activity Event Coordination
Description Event coordination comes with specific deadlines and requires a significant amount of planning and organizational skills. There may be conflicting demands when an event deadline is approaching, and there are interruptions in regard to a disclosure being made and a student requiring some support. Events are several times a semester and will happen with a great deal of notice to help alleviate work pressure.

Key Considerations:

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

How would you describe the workflow demands this position typically faces?

Deadlines are tight OR may periodically change or conflict.

How would you describe the existence of critical deadlines in this role?

Occasional critical deadlines.

How would you describe the level of interruptions this position faces?

Interruptions are frequent and may be unpredictable.

Indicate the predictability of the strain and percentage of time required in each task discussed above.

Task	% of Time	Predictability*
Event Coordination	15%	PR (Predictable)
Supporting students who make disclosures	15%	NP (Not Predictable)

Working with distractions (any given moment while on shift incumbent may be called to provide support)	80%	UP (Usually Predictable)
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INDEPENDENT ACTION

Describe the degree of **independent action** and **autonomy** required to perform the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Event/Presentation facilitation
Description Within prescribed learning objectives and topic selection, the incumbent will have the autonomy to facilitate information in their own style. The Incumbent will also have independent action over how events are run, and be expected to plan, coordinate and facilitate events with little support. Manager provides broad, high-level instructions with general expected outcomes are provided to the incumbent and they are expected to use initiative and resourcefulness when working towards completing the task. Timelines are established in keeping with key Student Services processes and initiatives and as required to meet established deadlines. There is autonomy in this position to select from options within established parameters. The incumbent works directly with Administrators, Support Staff and Student Leaders.

Example #2

Task / Activity Student Support
Description The incumbent is expected to be able to support a student within prescribed parameters to offer emotional support as well as navigational support. They will be expected to work closely with internal partners (ie. Counselling Services, Residence Life, Campus Security) and external partners (KSAC, Sexual Violence Response Unity at PRHC) in the provision of support.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

What type of instruction is typically given to the incumbent?
Works within established operational practices.

What degree of supervision is typically provided to the incumbent?
Regular supervision & monitoring.

How is the work typically checked and verified?
Output is reviewed by report/discussion.

How frequently is the work checked?
Mostly reviewed at point of task completion.

Describe duties which are the incumbent's responsibility where independent action requires initiative and/or creativity and indicate how often the duties occur.

- Creation and delivery of workshop/Training/Event materials – 15%

Identify the typical situations or problems that are normally referred to the Manager for solution.

- Responding to students who require support outside of the typical processes
- Budgeting issues
- Major complaints about policy/process
- Specific challenges that are barriers to the completion of a project
- Prioritizing items and any issues with workload

COMMUNICATIONS / CONTACTS

Describe the nature of contact and purpose involved in communicating information (i.e. to provide advice, explanation, to negotiate, or influence others to reach agreement, etc.), and the confidentiality of the information provided. Answer the questions listed below in the Key Considerations section.

Nature of Contact (Who)	Purpose of Contact (What)	Frequency
Faculty/Staff/Administrators	Request to deliver workshop/training materials to a group of students. Also, Collaboration on projects and initiatives, presentation of ideas/proposals, solicit ideas and solutions to problems	Monthly
Administrators	Request to deliver workshop/training to employees. Also, Seeking endorsement, approval of collaborative projects.	Monthly
Community agencies (KSAC, Police, PARN, The Health Unit, etc.)	Incumbent would be the contact person for education on Student Conduct related topics (Sexual violence, conflict resolution, etc). They would provide information and exchange of ideas regarding promotion and implementation of services offered by external agencies.	Monthly
Students	Empathic listening and the provision of information on policies and process	Daily
Student Service Providers (Counselling Services, Residence Life, Health Services, Student Government, Campus Security)	Provide referrals, updates on situations (within the limits of confidentiality), working as a support person for the student seeking service. Also, Collaboration on projects and initiatives, presentation of ideas/proposals, solicit ideas and solutions to problems	Weekly

Support from other departments (ITS, Communications, etc.)	Support for initiatives and problem solving	Monthly
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Key Considerations:

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

Communications in this position are typically engaged for the purpose of:
 Providing explanation or interpretation, empathize with the needs of others.

What type of involvement does this position have with confidential information?
 Regular involvement with significant disclosure implications.

RESPONSIBILITY FOR DECISIONS AND ACTIONS

Describe the type of **responsibility** that exists for the **decisions** and **actions** related to the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Providing accurate advice and support to Student and Employees
In incumbent is expected to be knowledgeable about internal processes and is responsible for giving accurate navigational support to students. Accurate and respectful referral processes are expected as well. Giving incorrect advice to a complainant may result in procedural delay, a mistrust of the process and/or institution and possible emotional harm to the complainant.

Example #2

Task / Activity Reporting appropriate information in keeping with confidentiality best practices
The incumbent is required to keep detailed, accurate and confidential documentation as related to the Student Rights and Responsibilities and/or Sexual Violence Prevention Process(es). All documentation must be completed in line with best practices as any of these documents have the possibility of being reviewed by the people involved (through the FOI process) or by a judicial process (if subpoenaed).

Key Considerations:

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

How are errors typically detected for work completed by this position?
 Errors usually detected through verification and review processes.

What is the typical scope of impact to the organization for errors in this position?
 Results in some workflow disruption, duplication and/or wasted resources.

WORK ENVIRONMENT

Describe the physical environment that the incumbent works in. Consideration should be given to:

- The probability or likelihood of exposure to disagreeable/hazardous elements.
- The nature of the disagreeable/hazardous element
- Length of exposure while on the job
- Travel

Complete the chart below. Answer the questions in the Key Considerations section.

Environment	% of Time
Professional office environment Yes	95%
Outdoor work; seasonal conditions No	
Other (please specify) Event specific locations	5%
Other (please specify)	

Key Considerations:

With respect to the nature of disagreeable/hazardous elements this position is in contact with, would you describe them as:

Slightly disagreeable

With regard to the disagreeable/hazardous elements referenced above, how often does the position encounter them?

Occasional

If this position is required to engage in business related travel, what is the frequency of the travel?

Occasional (10%-30% of their time in transit)

SUPPLEMENTAL DATA

Provide any additional information which will serve to further enhance understanding of the position.

[Click here to enter text.](#)