Career Leader - Further Education and Employment Support

The Centre for Career Action (CCA) is hiring for two supportive student-facing roles (multiple paid positions available) that focus on one-to-one conversations with Waterloo students who are applying for work or further education using a drop-in model. We invite applications from undergraduate and graduate students in all University of Waterloo programs.

Further Education Support

This role supports people who are considering educational pathways beyond an initial undergraduate degree. Many students and alumni applying to programs like Medicine, Law, Teaching, Occupational Therapy, Pharmacy, Public Health, Social Work, etc., have questions about preparing for their further study. In this role, Career Leaders will be attending to students’ questions and concerns about planning for further education, as well as supporting with the application and interview processes.

Employment Support

This role supports people who are applying for work or volunteer positions, including co-op positions. Many students applying for work have questions about preparing for a job or volunteer placement. In this role, Career Leaders will be attending to students’ questions and concerns about looking for work, as well as the application and interview processes.

There are two main components of these roles:

Student Support

- Provide support and guidance to students via flexible drop-in format
- Identify the needs and wants of students you are working with, taking their lead in navigating their concerns
- Teach basic research skills for a wide range of programs or employment options
  - For Further Education: admissions information for a wide range of professional and graduate school programs
  - For Employment Support: application and interview conventions for a wide range of employment options
- Help students navigate feelings of anxiety, overwhelm, nervousness, and insecurity
- Support students in reviewing their experiences and identifying their strengths
- Facilitate goal identification and articulation

Advisor Support and Admin Tasks

- Monitor intake systems for student appointment requests and bookings
  - For Further Education: monitor the further education request form for student requests and reply by email
  - For Employment Support: monitor drop-in schedule and bookings
• Effectively refer students to appointments with Career Advisors and other CCA services
  o Support Career Advisors by scheduling appointments, with students from drop-ins, in our online booking system (WaterlooWorks)
• Learn about supportive services offered at the University of Waterloo and in our community and refer students to them when applicable
• Chairing and notetaking at team meetings at least once per term
• Support events and outreach as needed throughout the term, such as Teaching Assistant (TA) Round Robins, etc.

**Essential Skills and Qualifications**
• Passion for supporting students in navigating employment/further education in post-secondary
• Empathetic, active listening skills
• Knowledge and interest in mental health and equity
• Ability to engage in non-judgemental, supportive conversations, centering the student's agency and point-of-view
• Knowledge and understanding of how identity can shape someone's experience
• Enthusiasm for continuous learning and growth
• Comfort with making decisions based on nuanced and sometimes ambiguous information
• Basic research and information gathering skills
• Registered University of Waterloo student status (full or part time)

**Helpful Skills and Qualifications**
• Collaborating by drawing on others’ strengths and sharing yours
• Basic mentoring skills
• One-on-one advising, coaching, tutoring or peer support experience

**What you can gain from this role**
• Mentoring and advising experience
• Knowledge of and referral experience with campus and community resources
• Experience being flexible and adaptable in your work
• Familiarity with higher education structures and processes
• Experience supporting students through ethical decision-making processes
What we need someone to commit to

- Full-term commitment (Fall 2022 Term) with the possibility to extend contract in subsequent terms
- 3-10 hours of work per week (higher hours in the first month of term when there’s a stronger need; fewer hours in the remaining months of term)
- Flexibility to work from Monday to Friday between 8:30 a.m. - 7:00 p.m. EST. (we will work around individual schedules)
- Training period and drop-in shadowing from mid- to end of August in half-day sessions, happening sometime between 9:00 a.m. and 5:00 p.m. EST, depending on availability
- This is currently a remote position (with the potential to go hybrid), therefore, you will need access to reliable internet and a suitable computer. If you need support accessing reliable internet or a suitable computer, we can facilitate options to access these resources – just let us know!
- Openness to the potential of hybrid work (combination of in-person and virtual work)

Rate of Pay: $19.00 per hour.

You are welcome to apply for one role or both roles (Further Education Support and/or Employment Support); please indicate if you are intending to apply for one or both roles in the first paragraph of your cover letter. Please submit one PDF document containing both your cover letter and résumé to Anika Williams-Hewitt, Career Leader Supervisor, at careers@uwaterloo.ca by no later than **11:59 p.m. EST on Monday, July 11th, 2022.**

Applicants are responsible for ensuring that by accepting this position they would not compromise their enrolment status, visa conditions, or scholarship/award terms. If you are unsure, check with your department program coordinator.

The University of Waterloo respects, appreciates, and encourages diversity. We welcome and encourage applications from all qualified individuals regardless of race, ethnic origin, religion, age, colour, gender, sexual orientation, ability or disability.