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 programs.

Further Education Support

This role supports people who are considering educational pathways beyond an initial undergraduate degree. Many students 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 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
• Teach basic research skills for a wide range of programs or employment options
  o For Further Education: admissions information for a wide range of professional and graduate school programs
  o 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 advising systems for student contacts
  o For Further Education: monitor the advising 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
- Learn about supportive services offered at the University of Waterloo and in our community; refer when indicated
- Support Career Advisors by scheduling appointments in our online booking system (WaterlooWorks)

We will also need support with events, outreach, and other tasks throughout the term. Based on your interests and what comes up throughout the term, we can decide together what makes the most sense for you to be involved in.

**Essential Skills and Qualifications**

- Empathetic listening skills
- Ability to engage in person-centered conversations
- Ability to interact non-judgmentally
- Knowledge and understanding of how identity can shape someone’s experience
- Ability to learn (not memorize) complicated and detailed information
- Basic research and information gathering skills
- Registered student status (full or part time)

**Helpful Skills and Qualifications**

- Navigating ambiguous projects
- Collaborating by drawing on others’ strengths and sharing yours
- Basic counselling skills
- One-on-one advising, coaching or tutoring experience
- Mental health trainings and information
- Experience using Qualtrics and exporting data (not required)

**What you can gain from this role**

- Counselling 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 teaching and supporting students through ethical decision-making processes

**What we need someone to commit to**

- Full-term commitment with the possibility to extend contract in subsequent terms
• 4-10 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. (we will work around individual schedules)

• Training period and drop-in shadowing in the last two weeks of August in two-hour long sessions happening between 9:00 a.m. and 5:00 p.m., depending on availability

• This is a remote position therefore you will need access to reliable internet and a suitable computer. If there is an opportunity to provide drop-in support on campus at some point in the fall term, this will be presented as an optional opportunity to individuals on our team.

You are welcome to apply for one role or both roles; 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 careers@uwaterloo.ca by 11:59 p.m. on Sunday, June 20th, 2021. Only those chosen for an interview will be contacted.

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.