UNIVERSITY OF CALGARY

Student Volunteer and USpeak Global Program Assistant (PA) Position Description

Position Title:	Student Volunteer and USpeak Global Program Assistant (PA)
Department:	International Student Services (ISS)
Number of Positions	1
Term:	Fall 2021/Winter 2022
Hours:	10 hours per week (approximately)
Length of Position:	August 2021 – April 2022 (some evenings, statutory holidays and weekend work will be required)
Compensation:	$18/hour

International Student Services (ISS) provides support and information 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 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.

This position involves approximately 10 hours per week from August to April. Because this position is tied to several specific programs, hours may fluctuate from week to week, depending on the needs of the programs. This position reports to the Advisor, International Student Intercultural Programs.

Covid-19 Update: this position will provide remote, online programming for Fall 2021; however, due to the uncertain nature of Covid-19 impacts and policies, if ISS is able to return to in-person programming and supports, the successful candidate will be required to work in-person/on-campus relevant to the PA role. All PAs must be flexible and adaptable while navigating uncertainty for the upcoming 2021/2022 academic year.

SPECIFIC TASKS AND RESPONSIBILITIES

The **Student Volunteer and USpeak Global Program Assistant** is responsible for coordinating student volunteer needs in ISS including training and recruitment, as well as supporting the USpeak Global language-sharing program. This PA role will also support the pilot program of an intercultural capacity-building training program that will be launched in Sept. 2021.

Student volunteer coordination: Act as a leader for student volunteers engaged in various ISS events throughout the semester. Work with ISS staff and other PAs to help in the recruitment and selection of volunteers for various programs including International Student Orientation and various social events. Support on-boarding and training of student volunteers as needed.

Intercultural Capacity-building training program (name TBD): Support the pilot of this program. Duties include scheduling sessions and supporting students in registering to attend. Helping to develop assessment of the sessions. Supporting any changes that may be made to program content. There may also be an opportunity to co-facilitate some sessions. Because this is a pilot, new duties may be identified so flexibility and adaptability will be required.

USpeak Global Program: Act as first point-of-contact for student participants in the USpeak Global program. Help facilitate student matches and aid in providing language learning resources and guidance to students. Co-facilitate introductory session for new participants and respond to email inquiries. Reach out to participants and engage in ongoing check-ins to ensure students feel supported in their language-learning goals.

Training: onboarding to take place in July/August with direct supervisor (date TBD)

Working with ISS Staff:
- Attend meetings every two weeks with supervisor
- Liaise with other ISS PAs to promote upcoming social events, volunteer opportunities, and relevant resources to share with student audiences
- Assist with D2L and BetterImpact coordination that extends across ISS programs (eg. mentorship)
- 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
- Demonstrated ability to balance academics with extracurricular commitments
- Strong written and verbal communication skills
- Proficiency in Microsoft Office applications (Word, Excel and PowerPoint)
- 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
- Cross cultural experience from student activities, work, volunteering, or study abroad is an asset
- Previous event planning experience 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.

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 iss@ucalgary.ca

Deadline to Apply: Thursday, April 1, 2021