



## Program Coordinator

Field

Level 7

Last Reviewed: March 20, 2018

### **Position Summary**

Reporting to the Region Manager, the Program Coordinator is primarily responsible for the delivery, coordination, evaluation and promotion of assigned programs and the creation of learning environments marked by excellence. This position will provide leadership and direction to staff ensuring a work environment that is conducive to teamwork and efficient delivery of College programs and services. The Program Coordinator will assist with identifying community needs, developing partnerships, developing new programs and coordinating assigned events.

### **Duties and Responsibilities**

#### **Program Planning, Promotion and Coordination**

- Participate in the program planning process.
- Conduct needs assessments, research, develop, design and deliver programs related to the assigned portfolio.
- Research new programs and training needs, and assist in developing and implementing new programs.
- Develop, balance, coordinate and monitor program budgets and expenditures.
- Negotiate brokerage fees with brokering institutions.
- Arrange for all necessary program resources, ensuring all materials and supplies are in place prior to the start of the program.
- Arrange for facilities and equipment needed for the operation of assigned programs.
- Develop and implement program schedules.
- Develop hiring plans and participate in the recruitment and selection process for assigned positions.
- Assist in developing the marketing plan for program promotion.
- Promote programs at career fairs, trade shows, secondary schools and to the general public.
- Assist with planning and implementing assigned events.
- Participate in college functions, such as student orientation, graduation and scholarship reception.

#### **Program Monitoring**

- Understand and promote quality control and quality assurance measures.
- Assist with researching potential funding initiatives suitable to meet the requirements of specific programs or projects.
- Provide effective supervision of staff reporting to this position, ensuring all staff receives ongoing orientation, evaluation, and support. Ensure that all staff supervised has developed work plans, professional development plans, and update job assignments.
- Facilitate student and course evaluations.
- Ensure that college policy, procedures and the Collective/Staff Agreement are followed.
- Assist instructors in resolving conflicts and implementing the disciplinary process. Address issues with students and instructors as they arise and assist in resolving conflicts.
- Develop, analyze and prepare proposals and reports to the manager, funding agencies and other stakeholders.
- Ensure the program delivery meets or exceeds the brokerage college and student expectations.
- Support faculty in creating a successful learning environment, including promotion of Cultivating Teaching Excellence initiatives.
- Monitor the student experience ensuring a positive and successful learning environment.

### **Student Success**

- Consult with student services regarding admission of students as required.
- Inform students about relevant student policies and procedures.
- Monitor student progress throughout the program year.
- Collaborate with instructors, educational assistants, and student services to address academic progress issues and implement accommodations and student supports.

### **General Management**

- Work alongside other program coordinators in a collective and effective fashion.
- Liaise with community organizations, agencies, and partners to maximize efficiency in employer engagement, program delivery and fundraising.
- Participate and/or lead meetings and discussions with stakeholders such as co-workers, students, agencies, government departments, business and industry, educational institutions, partners in program development and delivery and Aboriginal organizations.
- Maintain appropriate records and statistical information.
- Represent the College on internal or external committees as required.
- Consult with college staff as required.

*It is noted that the duties and responsibilities outlined above are representative, but not all-inclusive.*

### **Knowledge, Skills, Abilities and Education**

Candidates must be able to demonstrate:

- Knowledge of adult education principles.
- Knowledge of the nature and functioning of post-secondary institutions.
- Excellent interpersonal skills.
- Highly developed communication skills (including written, verbal and presentations).
- Excellent organizational and time management skills.
- Proven ability to manage multiple projects simultaneously.
- Strong analytical and problem-solving skills.
- Effective supervision and management skills, including performance evaluation and conflict resolution.
- Effective budgeting, research and proposal writing skills.
- Proven ability to work independently and make sound decisions while maintaining good judgment in keeping supervisor, coworkers, partners, and students apprised of important information.
- Ability and willingness to work collaboratively as a team player.
- Ability to adapt in an atmosphere of changing priorities and circumstances.
- Intermediate computer skills including word processing, spreadsheets, presentation software and e-mail.
- Ability and willingness to travel as required.

### **Education**

- The minimum educational qualification for this position is a relevant four-year Bachelor's Degree, or academic equivalent. This education would typically provide knowledge in post-secondary education, business, budgeting and proposal writing.

**Experience**

- The minimum amount of practical, related experience required to perform the duties of this position is two (2) years. This program coordination experience will demonstrate skills required to negotiate with partners, deal with sensitive situations, organizational and time management skills, supervisory skills as well as communication and interpersonal skills.
- Experience in the post-secondary education setting is an asset.
- Teaching experience in a post-secondary institution is an asset.

**Travel**

- A valid class 5 driver's license is required.