



Student Association of George Brown College

Job Title:	Student Academic Support Staff	Job Category:	Support Staff
Department/Group:	Academic Support Program	Will Train:	Yes
Location:	GBC campuses: various remote work where applicable	Travel Required:	Yes
Rate of Pay:	\$15.00/hr (up to 20 hours per week)	Position Type:	Temporary - Part-Time
Reports to:	Academic Coordinator	Start & End Date:	August 2021 - April 30 2022
Number of Vacancies:	*multiple positions available	Posting Expires:	May 31, 2021 11:59pm

How to Apply:

Submit cover letter résumé to: humanresources@sagbc.ca
 Subject Line: <your name>: Academic Support Staff Application

Job Overview:

The Student Association represents 24,000+ GBC students, supporting students through shared struggles. The Academic Support program takes a student-centered approach that believes in empowering students to be their own best advocate. As Academic Support Staff you will be working with students to assist in their successful access to quality education and education rights. This role supports students with information, tools, and guidance to resolve academic issues and related academic barriers in the classroom and at the college.

This role includes listening and meeting with students, helping students name their concerns, understand and navigate college policies, guide students through academic appeal processes, and refer to other supports. This role also promotes learning and learning resources through student promotions and outreach.

GENERAL RESPONSIBILITIES:

- Promote Student Academic program to George Brown College staff and faculty.
- Promote Student Association services that promote quality education and reduce barriers to education.
- Distribute service and issue based awareness information to students (e.g. tabling, virtual tabling, leafleting, class talks, presentations, etc.)
- Help students understand GBC policies and procedures.
- Advise students regarding academic rules and regulations, and issues of compliance and academic success.
- Assess student issues to identify academic concerns and options to address concerns.
- Share input to Coordinator on concerns about GBC policies and procedures that impact students.
- Gain skills in peer support
- Stay current on issues of education (trends), and contacts at the college or community services (referrals)
- Help plan, deliver, or facilitate trainings, workshops, panels, sessions for GBC students.
- Actively participate in trainings and off-campus learning opportunities
- Perform data entry and general admin tasks.
- Care and safeguard in-take, appointment bookings and student information with ethics and confidentiality
- Other duties as assigned.



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YOU HAVE:

- Listening skills, compassion, and empathy; ability to treat all with dignity.
- Comfort with conflict de-escalation
- Ability to follow instruction and protocols, attention to detail and accuracy of work.
- Effective communication skills, written and oral
- Proficiency in internet research and computers skills, including Microsoft Office Suite, Microsoft teams, PowerPoint, OneDrive, zoom, Skype, Google suite, phones, and email
- Ability to work independently with minimal supervision, but team oriented
- Ability to work remotely and assist in online programming and service provisions
- Reliability; you take your work seriously; you do your work with pride
- Problem-solving skills and basic negotiation skills
- Willingness to learn and teach; you show patience and care with yourself and others
- Adaptability; able to navigate change, ambiguity, distractions, and stress
- Ability to deliver information in ways that appeal and make sense to diverse students
- Growing confidence to present; you're willing to be where the people are (including on screen/video)
- Value equity, diversity, and inclusion
- An understanding of the Student Association and the importance of the student movement

YOU MIGHT ALSO HAVE:

- Previous experience (work/volunteer) with post-secondary students, or within educational environments
- Previous experience in roles handling questions, appointments, call/chat supports
- Peer support skills, or understanding and appreciation of peer supports
- Experience gathering data, analyzing issues, and drafting arguments
- Commitment to accessible education, accessibility, and human rights
- Interest in policy, law/justice, or administration
- Excellent service skills, working with marginalized communities from an anti-racist/anti-oppressive lens
- Experience hosting or delivering presentations, trainings, webinars, or online activities

REQUIRED:

- Full-time GBC students enrolled 2021-2022 prioritized, or part-time student and/or recent GBC grads/alumni
- Availability - Job offer/continued employment contingent on availability; Must be available to work minimum 3 hour shifts Typical shifts occur Monday-Friday 9am-5pm
- HOW TO APPLY: Must submit cover letter and résumé



Student Association of George Brown College

Student Association Vision:

Students are empowered to influence a just world.

Mission Statement:

We are the students of George Brown College committed to supporting each other in the struggle for student rights, the pursuit of quality education and the provision of services in a safe, accessible and equitable environment.

Commitment to Equity:

The SA is committed to employment equity and encourages applications from historically underrepresented groups to apply.