



Student Association of George Brown College

Job Title:	Academic Support: Support Staff	Job Category:	Part-time, Support Staff
Department/Program:	Equity & Advocacy, Academic Support	Reports to:	Academic Coordinator
Location:	GBC campuses: various remote work where applicable	Will Train:	Yes
Rate of Pay:	\$15.00/hr (0- 20 hours – 10-15 average per week)	Start & End Date:	August 2022-April 30 2023
Number of Vacancies:	*multiple positions available	Posting Expires:	*REVISED* *posted until filled* May 29, 2022 11:59pm

How to Apply:

Submit cover letter AND résumé to: [hiring@sagbc.ca](mailto: hiring@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 Student Association’s Academic Support works with students to access quality education and education rights. This role supports students facing academic issues (e.g. unfair grades), empowering students to be their own best advocate. This role includes listening and meeting with students, helping students name their issues and rights, helping students understand and navigate college policies, helping guide students through academic appeals and processes, and helping students with referrals to additional supports. This role empowers and supports students to resolve academic issues and related academic barriers in the classroom and at the college.

Opportunity for those interested in any or all of the following:

- case work • policy work • advocacy & campaigns • research • presenting & promotions • education

GENERAL RESPONSIBILITIES:

- Promote Academic Support program to George Brown College students, 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, surveys, presentations, etc.).
- Help students understand GBC policies and procedures.
- Help students identify academic concerns and options to address or resolve academic concerns.
- Share input to Coordinator about GBC policies and procedures that impact students and student rights.
- Stay current on issues of education (trends), and contacts at the college or community services (referrals).
- Respond to inquiries (i.e. hotline, phone, email, chat, in-person) as directed.
- Meet with students through in-take and case work. Develop peer support skills.
- Help plan, deliver, or facilitate trainings, workshops, panels, talks, sessions for GBC audiences.
- Actively participate in trainings and learning opportunities (internal and external).
- Perform data entry and general admin tasks (e.g. case documentation).
- Care and safeguard in-take, appointment bookings, and student information with ethics and privacy.
- Other duties as assigned.

YOU HAVE:

- Commitment to students and students’ rights.
- Listening skills, compassion, and empathy; ability to treat all with dignity.
- Comfort with conflict de-escalation.



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- Problem-solving skills and basic negotiation skills.
- Ability to follow instruction and protocols; attention to detail and accuracy of work.
- Effective communication skills, written and oral.
- Effective note-taking and documentation skills.
- Proficiency in internet research and computers skills, including Microsoft Office Suite, Microsoft Teams, OneDrive, Zoom, Google suite, social media (Facebook, Instagram live, LinkedIn), phones, and email.
- Ability to work independently with minimal supervision, but team oriented.
- Willingness to learn and teach; you show patience and care with yourself and others.
- Reliability; you take your work seriously; you do your work with pride.
- Adaptability; able to navigate change, ambiguity, distractions, and stress.
- Ability to deliver information in ways that appeal and make sense to diverse students.
- Ability to assist with in-person and remote programming and outreach; contributes ideas and creativity.
- Growing confidence to present; you're willing to be where the people are (including on screen/video).
- Growing confidence to present; you're willing to speak to classes and group audiences about the work.
- 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 in-take, questions, appointments, and/or call/chat supports.
- Experience hosting or delivering presentations, trainings, webinars, info sessions, or online activities.
- Interest in policy, policy literacy, and/or policy analysis.
- Interest or experience in research and/or report-writing.
- Interest or experience advocating on issues of education, accessibility, and/or human rights.
- Interest or experience in advocacy campaigns (i.e. activism and/or lobbying).
- Understanding or willingness to learn about academic barriers faced by different student demographics (e.g. students with disabilities, International students, racialized students, LGBTQ+ students, mature students).
- Interest in survey collection and/or program evaluation; goal-oriented.
- Peer support skills, or understanding and appreciation of peer support.
- Excellent service skills, working with marginalized communities from an anti-racist/anti-oppressive lens.
- Your experience is valuable. Students who have faced or resolved academic issues encouraged to apply.

REQUIRED:

- Full-time GBC students enrolled 2022-2023 prioritized, or GBC part-time and/or recent 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 Vision:

Students are empowered to influence a just world.

Mission Statement:

We are committed to supporting each other and the students of George Brown College in the struggle for students' 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.