



Student Association of George Brown Employment Opportunity

Position Title: Student Programs Support Lead

Position Type: 30 hours/week

Compensation: Starting Wage \$20.22/hr (union grid)

Reports To: Manager, Equity & Advocacy

Unionized: OPSEU Local 557

Deadline: Oct 2, 26 or Until position is filled

Union	Start	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
Student Programs Support Lead (30 hours a week)	\$20.22	\$21.18	\$22.14	\$23.11	\$24.07	\$24.55	\$25.03	\$25.51

Position Overview:

The Student Programs Support Lead provides front-line student support, program delivery, outreach, administrative assistance and operational support across the Equity & Advocacy (E&A) Department. Working collaboratively with Coordinators, Leads and the Manager, this position supports a range of student services and initiatives including Academic Support, the Community Care Centre (CCC), the Student Nutrition Access Program (SNAP) and other E&A departmental programs as operational needs require. This role is designed to provide flexible support across multiple service areas and campuses to ensure continuity of services, respond to changing operational priorities and enhance the student experience. Responsibilities may vary from day to day based on departmental priorities, staffing levels, service demands and special projects.

This position works 30 hours per week across George Brown Polytechnic's Waterfront, Casa Loma and St. James campuses and may require occasional evening and weekend work.

Key Responsibilities:

1. Student Support & Service Delivery

- Provide professional, confidential and student-centred support to students accessing Equity & Advocacy services.
- Conduct initial student intake, assess immediate needs and gather relevant information and documentation.
- Provide accurate information, guidance, referrals and resource navigation based on individual student needs.
- Support students in accessing Student Association services, George Brown resources and external community supports.
- Assist with case follow-ups, service coordination and ongoing communication with students, as required.
- Escalate complex, sensitive or high-risk situations to the appropriate Coordinator, Lead or Manager.
- Maintain professionalism, confidentiality, impartiality and appropriate boundaries in all student interactions.
- Contribute to creating a welcoming, inclusive and accessible environment that promotes student success and well-being.

2. Program Delivery & Operational Support

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- Assist in the planning, coordination and delivery of Equity & Advocacy programs, services and initiatives, including Academic Support, the Community Care Centre (CCC), the Student Nutrition Access Program (SNAP) and other departmental programs.
- Provide operational support for workshops, events, outreach activities, campaigns and student engagement initiatives.
- Assist with program logistics, participant registration, appointment scheduling, room preparation and resource distribution.
- Provide front-line support during programs, workshops, events and service delivery across multiple campuses.
- Support the preparation, organization and maintenance of program materials, supplies and educational resources.
- Collect participant feedback and contribute to program evaluations and continuous service improvement.
- Identify recurring student concerns, service trends and operational challenges and communicate them to the appropriate Coordinator, Lead or Manager.

3. Outreach, Education & Student Engagement

- Promote Equity & Advocacy and SA programs, services and initiatives across George Brown campuses.
- Participate in orientation activities, information booths, outreach events, classroom presentations and student engagement opportunities.
- Educate students about available Student Association services, campus resources and community supports.
- Assist in developing and distributing educational, promotional and outreach materials.
- Foster positive relationships with students while promoting an inclusive, welcoming and student-centred service environment.
- Support targeted outreach initiatives that respond to emerging student needs and departmental priorities.

4. Department Collaboration & Cross-Functional Support

- Work collaboratively with Coordinators, Leads and team members to support an integrated Equity & Advocacy service model.
- Provide operational and administrative support across all Equity & Advocacy service areas based on departmental priorities, staffing needs and service demands.
- Assist with cross-departmental initiatives, special projects, campaigns and events that promote student success, equity, inclusion and well-being.
- Support continuity of services during peak periods, staff absences, vacancies and other operational requirements.
- Demonstrate flexibility by adapting to changing assignments, service areas and operational priorities.
- Build collaborative working relationships that contribute to a culture of teamwork, shared responsibility and continuous improvement.

5. Administration, Data Management & Reporting

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- Maintain accurate and confidential student service records, program documentation and administrative files.
- Track student inquiries, appointments, service utilization, case activity and program participation using departmental systems.
- Assist with data collection, reporting, program evaluations and departmental planning.
- Prepare basic reports, summaries, statistics and administrative documentation as requested.
- Maintain departmental forms, databases, inventories and resource materials.
- Respond to general inquiries through email, telephone and other communication channels.
- Follow departmental policies, procedures, workflows and service standards.
- Perform general administrative duties that support the effective operation of the Equity & Advocacy Department.

6. *Teamwork, Professionalism & General Responsibilities*

- Work collaboratively with Coordinators, Leads, the Manager and colleagues to support departmental goals and student needs.
- Participate in team meetings, departmental planning, training sessions and professional development opportunities.
- Maintain current knowledge of Student Association services, George Brown policies and relevant student support resources.
- Demonstrate sound judgment and seek guidance when addressing unfamiliar, complex or sensitive situations.
- Represent the Student Association professionally in interactions with students, staff, faculty, campus partners and community organizations.
- Demonstrate adaptability, initiative and a willingness to learn new programs, concepts, services and responsibilities as departmental priorities evolve.
- Support work across multiple campuses, programs and service areas as operational needs require.
- Perform other related duties and responsibilities consistent with the scope and purpose of the position, as assigned by the Manager or designate.

Required Skills, Experience and Qualifications:

- Diploma or degree in social work, social services, community services, public administration, education or a related field.
- Minimum of 1–2 years of experience in student services, community services, program delivery, advocacy or a related field.
- Experience providing front-line support, information, referrals and service navigation to diverse populations.
- Strong interpersonal, communication, organizational and customer service skills.
- Strong analytical, critical thinking and problem-solving skills with sound judgment and the ability to handle confidential information.
- Ability to work independently and collaboratively while managing multiple priorities in a fast-paced environment.



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- Demonstrated flexibility, adaptability and willingness to support multiple programs, campuses and operational priorities.
 - Proficiency with Microsoft Office, databases, electronic record management systems and other relevant tools.
 - Experience working in post-secondary education, student services or community-based organizations is considered an asset.
 - Knowledge of student advocacy, food security, community resources and post-secondary policies and procedures is considered an asset.
 - A criminal record check is required at the candidate's expense.
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How to Apply:

Interested applicants, please submit a PDF version of their cover letter AND résumé to: hiring@sagbc.ca Subject line: <your name>: Student Programs Support Lead. Deadline to submit is October 2, 2026 or until position is filled

The Student Association of George Brown College invites and encourages applications from all qualified candidates including persons of Aboriginal ancestry, members of visible minority groups, persons with disabilities, women, and persons of any sexual orientation or gender identity.

We sincerely thank all candidates for their interest however, only those selected for an interview will be contacted. Interviews will take place during the time of posting until position is filled.

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.