

MATAWA FIRST NATIONS MANAGEMENT



Job Description

Indigenous Language Revitalization Project

STUDENT SUPPORT OFFICER Academic

PURPOSE OF THE POSITION:

The Student Support Officer, under the guidance of the Student Support Administrator is responsible in assisting the Student Support Administrator in the creation and implementation of the Student Enrolment and Academic Database Management System for the Matawa Waka Tere Indigenous Language Revitalization Project.

The Student Support Officer will be trained by the Student Support Administrator in all aspects of the Student Enrolment and Academic Database Management System.

Once the system is developed, the Student Support Officer will assist in maintaining accurate and up to date Student Files, Academic Databases, Records and Information for the Matawa Indigenous Language programs being delivered in the nine Matawa communities and Thunder Bay.

The Student Support Officer will also provide support and guidance with Marketing, Resource Distribution and Student Certification. They may at times be required to travel to Matawa Communities to follow up with Tutor/Instructors and other various stakeholders/groups.

The Student Support Officer must be aware of the Privacy Act and maintain confidentiality. This role is vital in Matawa First Nations goal of achieving language revitalization within the nine Matawa communities and Thunder Bay.

SCOPE:

As a highly motivated professional who possesses knowledge, skills and expertise in computer literacy, the Student Support Officer will put their training to use, and will ensure that all operations are conducted in a responsible, professional and respectful way, making certain that all decisions and actions meet the relevant policies and procedures of the program.

They will adhere to the integrity of the National Indigenous Kikinomagewin Anishinaabemowin (NIKA) program details and content at all times and provide adequate support to the Language Specialists and Tutors/Instructors.

The Student Support Officer is responsible for assisting in the accurate and timely preparation and submission of reports required by the Executive Director and PASS Administrator.

FUNCTIONAL RELATIONSHIPS:

The Student Support Officer will work closely as a trainee with the Student Support Administrator and is accountable to the Matawa Executive Director of Education and reports to the PASS Administrator.

ROLES AND RESPONSIBILITIES

1. Main Activities to be trained in

Key Indicators	Success Factors
Enrolments <ul style="list-style-type: none">◆ Support Tutors/Instructors and Students to correctly complete enrolment forms◆ Manage student enrolments◆ Check and verify enrolment information◆ Enter student information into the student management information system	<ul style="list-style-type: none">◆ <i>Students provide all information required on the enrolment form</i>◆ <i>Enrolment declarations are signed and the information is valid and correct</i>◆ <i>Provisional enrolments are monitored and (if appropriate) action taken to convert into a current/complete enrolment</i>◆ <i>Students are correctly enrolled in the Language Program they applied for.</i>◆ <i>Students meet eligibility requirements for enrolment</i>◆ <i>Verified copies of required documents, results and the enrolment form are correctly filed in a timely manner</i>◆ <i>Student information is kept accurate and up-to-date</i>
Data Management and Unit Results <ul style="list-style-type: none">◆ Maintain the integrity and accuracy of Student information◆ Maintain Student Attendance data◆ Provide Class Attendance Registers for Tutors/Instructors◆ Follow up with withdrawals and ensure prompt processing through the student management information system◆ Monitor the progressive reporting of unit results◆ Provide outcome summaries and graduation lists for verification◆ Generate accurate Attendance and Student Results reports when requested by Executive Director and/or PASS administrator	<ul style="list-style-type: none">◆ <i>Timely and accurate information is provided which meets the needs of the recipients</i>◆ <i>Verifications occur appropriately and without delay</i>◆ <i>Graduation data provisions and requirements are met</i>

<p>Health and Safety</p> <ul style="list-style-type: none"> ◆ Recognize and address circumstances to prevent unhealthy or unsafe situations ◆ Perform any manual duties in a safe and responsible manner 	<ul style="list-style-type: none"> ◆ <i>Adherence to all safety and wellness policies and procedures.</i> ◆ <i>Faults are reported immediately to relevant personnel</i> ◆ <i>Zero harm while carrying out duties</i>
<p>Other Duties</p> <ul style="list-style-type: none"> ◆ From time-to-time all employees are encouraged to engage in other activities outside their assigned duties, such as (but not limited to) attending recruitment drives and supporting other language employees and Management in their roles. 	<ul style="list-style-type: none"> ◆ <i>Positive engagement in activities that contribute to the overall functionality and operation of Matawa.</i>

QUALIFICATIONS

- ◆ Certificate in Computing or Business Administration

EXPERIENCE

- ◆ Has good knowledge of computers.
- ◆ Intermediate user knowledge of Microsoft applications (ie: Word, Excel, Power Point)

TECHNICAL SKILLS

- ◆ Excellent relationship management skills
- ◆ Excellent written and oral communication skills
- ◆ Accurate and proficient in typing and data entry

TRAINING AND DEVELOPMENT

The Student Support Officer will serve as Trainee to the Student Support Administrator. The Student Support Officer must also be prepared to attend any training or development that may increase their knowledge and/or skills in the work they do. They must also be active in personal training and development goals.

POSITION SKILLS AND ATTRIBUTES

◆ Attention to Detail

Achieves thoroughness and accuracy when accomplishing a task through concern for all the areas involved.

◆ Customer Focused

Builds positive rapport with all external and internal customers. Is attentive and responsive to their needs and is proactive when finding solutions. Goes beyond expectations in providing exceptional support, advice or help. Represents Matawa in a positive light.

◆ Planning

Accurately determines the length and difficulty of tasks and projects; sets clear, realistic and measurable goals; sets priorities and time parameters to accomplish tasks and projects, anticipates road blocks and develops contingencies to redirect tasks so momentum is maintained.

◆ Team Work

Works collaboratively with a group of people, in order to achieve a goal.

◆ Time Management

Uses time effectively and efficiently; concentrates efforts on the most important priorities; and independently handles several tasks at once.

WORKING CONDITIONS

Physical Demands

The Student Support Officer may have to fly to Matawa communities to lend support for training, recruitment drives and other duties. This may occur during any season. They may have to lift, carry and manage equipment, supplies and resources. The Student Support Officer may also be required to travel to attend meetings or trainings.

Environmental Conditions

The Student Support Officer may be required to share office space. The Matawa Education work building is on the site of the Matawa Education Care Centre and shares the building and site with Matawa's high school. Therefore, Education staff must abide by all the on-site rules of the high school alongside on-site rules for Education Staff.

CERTIFICATION

Employees Printed Name

Employees Signature

Date

I certify that I have read and understand the responsibilities assigned to this position

Executive Director - Education

Signature

Date

I certify that this Job Description is an accurate description of the responsibilities assigned to this position

Chief Executive Officer - Signature

Date

I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.