

Job Description – Student Support Coordinator

Position Title:	Student Support Coordinator
Reports To:	Executive Director
Expected Hours:	Hourly, Full-Time (36.25 hours per week)
Term Position:	From January 2026-April 2027, with the possibility of extension
Salary Range:	\$46,000 - \$55,000

About the ACSA

The Assiniboine College Students' Association is a not-for-profit organization, separate from the Assiniboine College, which is built on the foundation of community and strengthened through our relationships with students, staff, and partners at Assiniboine. We believe that diversity makes our community stronger and that together, anything is possible. We believe students deserve the opportunity to learn, share and grow with one another and discover who they are and who they want to be in a supportive environment.

Benefits (after successful completion of a three-month probationary period):

- Extended Health Benefits
- Health and Wellness Spending Account
- Paid Sick Time: Up to 15 days per year
- Paid Holidays: Starting at 10 days per year
- Professional Development Opportunities

Position Summary

The Student Advocate & Remote Campus Coordinator provides confidential support and advocacy to Assiniboine students while building strong connections with all remote campuses (Dauphin, Winnipeg, Portage, and others). This role ensures students are aware of and able to access ACSA services, while also representing their unique needs to the Students' Association and the College.

By combining student advocacy with remote campus engagement, this position guarantees equitable access to support and services, regardless of a student's location.

Job Duties

Advocacy & Student Support

- Provide confidential, impartial guidance to students navigating academic appeals, complaints, misconduct processes, and college policies.
- Assist students in preparing documentation, understanding their rights, and presenting their cases.
- Advocate for fair treatment and resolution of student concerns while maintaining organizational neutrality.
- Refer students to internal or external support (counseling, financial aid, legal, etc.) when appropriate.
- Maintain detailed and confidential case records.

Remote Campus Engagement

- Act as the primary ACSA contact for students, staff, and partners at all remote campuses.
- Schedule regular office hours (virtual and in-person campus visits) to provide advocacy and service support.
- Build relationships with student leaders and college staff at remote campuses to increase awareness of ACSA services.
- Attend and support Remote Campus Committee meetings, ensuring student voices are represented at Council.
- Coordinate and support ACSA events, campaigns, and promotions at remote campuses.

Education & Awareness

- Develop and deliver workshops and resources (virtual or in-person) on student rights, appeals, and ACSA services.
- Create and maintain clear, accessible resources for remote students (handouts, FAQs, videos).
- Train student volunteers or leaders at remote campuses to serve as local points of contact for ACSA.

Reporting & Collaboration

- Track trends in advocacy cases and remote campus needs while protecting individual confidentiality.
- Provide quarterly updates and reports to the Executive Director and Students' Association Council.
- Collaborate with ACSA staff to ensure remote campus perspectives are integrated into organization-wide planning and services.

Governance

- Attend Board and Committee meetings as requested by the Executive Director to provide support, such as taking and preparing minutes & agendas.
- At the request of the Executive Director, prepare reports on various service portfolios of the ACSA.
- As requested by the Executive Director, serve on various Assiniboine Committees to represent the ACSA in ongoing projects and initiatives

Other Related Duties

- Other duties as assigned.
- Maintain a competent awareness of all ACSA services and programs in order to answer questions from students.
- Meaningfully contribute to group projects and initiatives on a regular basis, including large event initiatives.
- Assist in developing and improving relevant documentation, internal policies, and procedures related to this position.
- Explore new partnership opportunities that align with student needs and interests while strengthening community ties.
- Assist with covering lunch breaks when able.
- Support campus events and activities when able.

Knowledge, Skills, and Ability Requirements

- Post-secondary diploma or degree in social services, student development, conflict resolution, or a related field, or equivalent combination of education and experience.
- Experience in case management, conflict resolution, or advocacy services.
- Strong knowledge of student rights, college policies, and appeals processes (or willingness to learn).
- Excellent communication and interpersonal skills, with the ability to build trust across diverse student populations.
- Experience engaging with multiple campuses, remote communities, or decentralized student groups is an asset.
- Ability to work independently, exercise sound judgment, and maintain strict confidentiality.
- Proficiency with Microsoft 365 and virtual communication platforms (Teams, Zoom, etc.).
- Must have a valid driver's license and access to reliable transportation for campus visits.

Preferred/Asset Qualifications

- Experience working in a student association, non-profit organization, or post-secondary environment is an asset.
- Training or certification in conflict resolution, mediation, or crisis intervention (e.g., Mental Health First Aid, ASIST, Non-Violent Crisis Intervention).
- Demonstrated ability to develop and deliver workshops or training sessions, either virtually or in person.
- Knowledge of equity, diversity, and inclusion practices, and ability to work effectively with students from diverse backgrounds.
- Experience with data tracking and reporting to identify trends and improve services.
- Familiarity with community resources relevant to student needs.
- Strong public speaking and presentation skills to represent the ACSA at meetings, events, and campus visits.
- Ability to adapt quickly and maintain professionalism in a fast-paced, student-centered environment.

Application Requirements

Email the following to holdena99@assiniboine.net by November 13th, 2025

- Cover letter
- Resume
- Picture of Valid Driver's License (Full Class 5 Licence)

We thank all applicants for their interest; however, only those selected for an interview will be contacted.