



PROVIDENCE

STUDENT SERVICES ADVISOR

WINNIPEG AND DISTANCE STUDENTS

For nearly a century Providence has been a Christian academic community in the evangelical tradition that teaches people to grow in knowledge and character for leadership and service. Our vision is to become a leading Canadian Christ-centred university that transforms students into leaders of knowledge, character, and faith to serve Christ in a changing world.

POSITION OVERVIEW

Reporting to the Vice President of Student Life, the Student Services Advisor (SSA) – Downtown and Distance Students will be responsible for ensuring that students at the Providence Downtown location, and students who are studying from a distance have access to the services they require at Providence. They will ensure that students in these programs are able to receive the support they need to achieve academic success and the personal character development we desire for all our students. They are also responsible for creating appropriate community building activities for both groups of students. The SSA will be present in-person on a regular basis at the Providence Downtown location and available remotely to the distance students.

SUMMARY OF DUTIES AND RESPONSIBILITIES

Providence Downtown

- Connecting with all students on the campus to ensure they feel connected to Providence and are familiar with the services available to them
 - Holding office hours at the Providence Downtown location when students are present. This will require some evening hours.
- Ensuring appropriate orientation is planned for each incoming cohort
 - Working with Primacorp personnel to plan incoming orientation
 - Working with Providence to ensure consistency in the orientations of all Providence students
- Answering questions and connecting students to the services they need at Providence
 - Remaining familiar with all Providence services and policies
 - Answering student questions directly when appropriate and directing students to the appropriate personnel if the SSA cannot solve the problem directly



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- Academic Advising
 - Remaining familiar with the AA program offered at Providence Downtown and ensuring students remain on track in the program
- Liaising with Primacorp personnel to ensure that student needs are met and highlighting any emerging problems to Providence and/or Primacorp staff
- Planning community building activities as appropriate
 - Gauging student need and desire for community building activities throughout the year, then planning those activities
 - Liaising with students to ensure they are appropriately represented in student governance
 - Planning regular spiritual services and chapel times
- Administrative duties as assigned
 - Acting as the DLI contact, filing compliance reports as needed
 - Ensuring all students are signed up for health insurance before the cohort begins. Liaising with the International Student Services Coordinator as appropriate when insurance concerns arise

Distance Students

- Connecting with all distance students to ensure they feel connected to Providence and are familiar with the services available to them
- Answering questions and connecting students to the services they need at Providence
 - Remaining familiar with all Providence services and policies
 - Answering student questions directly when appropriate, and directing students to the appropriate personnel if the SSA cannot solve the problem directly
- Planning community building activities as appropriate
 - Gauging student need and desire for community building activities throughout the year, then planning those activities
 - Creating cohorts of students in the same program and/or geographic area, and creating spaces they can connect regularly

Providence Institution

- Attend regular meetings with the Student Life Department
- Meet regularly with the International Student Services Coordinator and the Vice President of Student Life to keep communication open.
- Attend Seminary Faculty meetings regularly to report on distance students



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PERSONAL COMMITMENT

- To be in good standing with a local church
- An enthusiastic personal faith commitment
- A commitment to Christian higher education and to Christian ministry
- Affirm Providence's Covenant of Faith as outlined in the Staff Handbook
- Able and willing to uphold the Covenant of Community Life and model conduct accordingly as found [here](#)

EDUCATION & QUALIFICATIONS

- Master's degree in related field; or an undergraduate degree with related experience
- Minimum three years of related experience preferred.
- Experience with international students and/or in international relationship building
- First Aid and Mental Health Aid certifications an asset.
- High level of customer service; collaboration, exceptional work ethic; attention to detail; organizational, problem-solving, and follow-through ability.
- Proficient in MS Office 365.

COMPETENCIES

- Communication: Excellent skills both oral and written and interpersonal communication and diplomacy; between departments, students, staff, faculty, and external contacts;
- Strong organizational and detail supervisory skills: creating a positive teamwork approach;
- Initiative: A willingness to take on responsibilities and challenges;
- Dependability: Reliable, responsible, and dependable, and fulfilling obligations;
- Attention to Detail: Attentive to detail and thorough in completing work tasks;
- Multi-task: Ability to work on multiple tasks; ability to prioritize a high volume of tasks and activities;
- Flexibility/adaptability;
- Administrative skills;
- Time management



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APPLY

- To apply, submit a cover letter and resume by email to:
Leshia Verkerk, Vice President of Student Life
c/o Marlin Reimer, Human Resources Manager
Email: hr@prov.ca
- Targeted start date for position: June 27, 2022
- Consideration of applications will continue until the position is filled.
- All qualified candidates are encouraged to apply; however Canadian citizens and Permanent Residents will be given priority. We thank all applicants for their interest. However, only those selected to proceed in the application process will be contacted.
- Further information about Providence University College and Theological Seminary may be found at www.prov.ca.