

Centennial College Student Association Inc. (CCSAI)

Job Description

ADVOCATE

OVERVIEW

Reporting to the Executive Director the Advocate is the initial contact for students with concerns regarding both their academic and non-academic experience. Working through the appropriate College policies and processes, the Advocate provides support and guidance to students to address their concerns. The Advocate is also responsible to support and encourage awareness of social justice, as well as participate on all scholarship/bursary and awards selection committees.

The Advocate works a minimum of 15 hours a week (rotating between all campuses), within normally scheduled operating hours, in addition to mandatory evening/weekend meetings and events.

DUTIES RELEVANT TO ALL BOARD

- Ensures constant and consistent interaction with the student population, as well as all College departments and bring feedback to the Board
- Attends all full board meetings, annual general meeting, governance committee meetings and special meetings of the CCSAI Board of Directors, and provide written and verbal reports as required
- Be knowledgeable about Association and College affairs and events
- Raises awareness of and promotes CCSAI programs, services and activities, distribute the Courier on a monthly basis, and post/remove/distribute promotional materials
- At the Annual General Meeting, presents a written and verbal report to the membership, approve the CCSAI operating budget, auditors/financial statements and revisions to bylaws
- Completes administrative duties as required while completing office hours
- Participates and completes all training (board orientation, workplace discrimination and violence prevention, health and safety, conflict/dispute resolution, mental health awareness, WHMIS, accessibility, Smart Serve etc.)
- Understands and acts in compliance with the CCSAI bylaws, policies and procedures, the Corporations Act, Human Rights Legislation and all applicable laws, as well as all Centennial College rules, regulations, statements and policies
- Maintains confidentiality when appropriate and or directed on items deemed personal or sensitive in nature
- Provides timely initiation and response to email (ensuring appropriate contacts are included in any correspondence), telephone calls and on-line interactions from constituents, CCSAI and College staff and other external partners, participate in CCSAI on-line communities (including Workplace)
- Maintains a regular rotation of office hours at all campuses
- Other duties as assigned by the President and/or the Executive Director/CEO

SPECIFIC DUTIES

Under the direction, and with the support of, the President and the Executive Director/CEO;

- Participate actively and be a voting member of the CCSAI Governance Committee
- Advocates for students within the institution by providing guidance for academic and non-academic concerns and complaints
- Assists in document completion, process clarification and attendance in appeal meetings with students
- Maintains confidentiality regarding sensitive information disclosed in cases with students and when managing documentation for appeals in CCSAI Drop box
- Represents the CCSAI on College scholarship/awards/bursary selection committees when requested
- Acts as key contact for the coordination of social justice initiatives
- Attends regular case management meetings with Student Experience Office
- In collaboration with the Student Experience Office, raises awareness of advocacy services

QUALIFICATIONS

- Be responsible, approachable and accessible to all students
- Ability to be professional and respectful at all times
- Ability to work independently and to perform effectively and collaboratively as a member of a team
- Must be available and able to fulfill duties from the time of ratification until April of that term of office