



## Join our team Join our community

**Located on a beautiful green space in the heart of the St-Laurent borough—**

Vanier College is an English-language public college with approximately 1000 full and part-time employees, more than 6000 daytime students and a thriving Continuing Education division that provides services to adult learners, international students as well as to community and corporate clients.

In addition to English and French Quebecers, our inclusive multi-cultural environment is host to faculty, staff and students with roots in over 90 different nations from across the globe.

Our institution is committed to ensuring representation in its community. Vanier College welcomes applications from members of visible minorities, ethnic minorities, women, Indigenous peoples, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities. The institution maintains its commitment to excellence in Education and recognizes that increasing the diversity of its staff supports this objective.

## We're Hiring – Social Services Officer – Student Advocate (Specific Project)!

### What we offer

Vanier is an accredited Green College, and employees enjoy numerous benefits including but not limited to:

- ✓ Competitive vacation
- ✓ Easy access to public transit & highways
- ✓ Pension plan
- ✓ Group insurance
- ✓ Employee Assistance Program
- ✓ Professional development
- ✓ Work-life balance
- ✓ Summer hours
- ✓ Telework
- ✓ Wellness and fitness activities!

Send us your CV!



**Reference number:**

PSP-23-24-3242

**Job category:**

Special Care Counseling

**Department/Services:**

Services for Students

**Immediate Supervisor:**

Christina Cichon

**Position status:**

Full-Time, Specific Project

**Contract length:**

Until December 20, 2024

**Work location:**

Cégep Vanier

**Work schedule:**

Mon – Fri, 9:00 a.m. – 5:00 p.m.  
(35 hours/week)

**External posting start date:**

January 11, 2024

**External posting end date&time:**

January 17, 2024 at 5:00 p.m.

**Salary scale:**

\$49,456 - \$87,626

**Expected start date:**

February 12, 2024

**Job title**

**Social Services Officer – Student Advocate (Specific Project)**

**Description**

Under the responsibility of the Director of Student Services, the **Social Service Officer** is responsible for working collaboratively with students, faculty and staff to create, maintain and promote a positive, healthy and safe living and learning environment, within the Vanier College community.

More specifically, but not limited to, the Social Services Officer will be:

**Student Advocate:**

- Providing independent, objective, and confidential guidance through which students may seek the just, fair and equitable resolution of complaints or perceived infringement of policy or procedure which falls under the jurisdiction of the College;
- Advising students of their rights and responsibilities;
- Informing and providing guidance to students and, upon request, to members of the Vanier community on institutional policies and procedures and their application;
- Advising students about the various informal and formal administrative channels available for addressing an issue that may become the object of a complaint;
- Promoting a constructive informal approach to conflict resolution until such time as formal steps become necessary. The Advocate will guide the student through these steps and may act as a support person and speak on their behalf at any related meetings;
- Using discretion to determine type of support offered by the Advocacy Services and the internal priority that a case is given;



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- Serving on relevant College committees and participating in the review of pertinent College policies, guidelines and procedures as requested by the College;
- Promoting and disseminating information on Student Advocacy Services to the Vanier College community;
- Maintaining records of all formal actions.

*Other related tasks which fall within the scope of the mandate of this position may be assigned.*

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**Contract:** A.S.A.P. until December 20, 2024

**Classification:** Agent.e. de service social (Social Services Officer)

**Qualifications:**

- Undergraduate degree from an accredited program in human relations, or other related area.

**Conditions related to the specific position:**

- Recent and relevant experience in roles that require exceptional analytical and problem-solving skills, using a variety of conflict resolution techniques; to that end, experience leading formal or informal mediation processes is an asset;
- Understanding of Vanier College policies and practices; and to be able to provide effective guidance or refer students to appropriate resources, as necessary;
- Ability to exercise independent, sound judgement and prudence in dealing with sensitive, confidential matters;
- Ability to effectively multi-task, prioritize cases and work with short deadlines (many inquiries need to be treated urgently in order to respect College deadlines or defuse high-pressure or conflictual situations);
- Demonstrate and uphold values and principles of integrity, responsibility, inclusiveness and equity in all situations;



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- Be strong listener and an empathetic communicator, with the ability to interact effectively with a diverse group of students and individuals at all levels of the College;
- Have exceptional interpersonal skills, including diplomacy, empathy, persuasion and sensitivity in all interactions;
- Excellent English oral and written competencies **(to be tested)**;
- Good French oral and written competencies **(to be tested)**;
- Intermediate knowledge of Microsoft Office Word **(to be tested)**;
- Basic knowledge of Microsoft Office Excel **(to be tested)**;
- Basic knowledge of Microsoft Office PowerPoint **(to be tested)**.