

**Carleton University**, Canada's Capital University, is seeking qualified and a highly motivated candidates to fill a key management role in Student Affairs:

### **Director, Student Affairs**

The Director, Student Affairs plays an integral role in Carleton's commitment to student success and the quality of the student experience, and as such is a key member of Carleton's management team. Reporting to the Vice-President (Students and Enrolment) the Director provides leadership in the development and operation of structures, programs and policies that protect student rights and require accountability for student responsibilities related to student non-academic misconduct. The Director administers student appeals and promotes services to students who because of unique needs require additional support. The Director also guides student crisis intervention, with the goal of enhancing student success and the overall quality of the student experience at Carleton.

In this role, the Director maintains a close liaison and working relationship with leaders of student government and student organizations; members of senior management and administration; deans, directors and chairs, and community members central to student success and the quality of the student experience.

The main areas of responsibility for this position are:

- Student misconduct: non-academic
- Student appeals: accommodation appeals and appeals of other administrative decisions involving students.
- Students in crisis: coordination of the University response in situations of personal crisis or community crisis.
- Specialized support services: supervision of the offices providing support to international students, exchange students and first year transition students.
- Liaison with student governments and campus groups.
- Risk management and, alcohol and drug prevention

#### **Qualifications**

- In-depth knowledge of University policies and procedures is imperative.
- Exceptional communication, negotiation, organization and leadership skills.
- Extensive experience in managing conflict and complaints with a view to early settlement.
- Extensive case management experience, usually acquired through a combination of education, training and experience, preferably in an academic environment.
- Ability to impart sometimes sensitive or controversial information with tact and sensitivity to diverse groups with divergent interests.
- Superior knowledge of dispute resolution processes.
- Excellent interpersonal, problem-solving and analytical skills.
- Excellent documentation and writing skills.
- High degree of credibility, discretion and initiative.
- Strong client-service focus.
- Sound knowledge of university academic regulations and employment policies and practices.

#### **Education and Experience:**

The above is normally acquired through the completion of a graduate or professional degree or equivalent as well as 6-8 years related experience in progressively more senior positions, or an equivalent combination of education and experience.

**HR Note:** Equivalencies will be considered. Applicants are encouraged to provide information which may demonstrate equivalent qualifications. Please note that applicants may be required to complete an employment test as part of the selection process for this position. Those applicants that are selected for an interview will be requested to contact the Human Resource Advisor assigned to this competition as soon as possible to discuss any accommodation requirements. Arrangements will be made to accommodate your request in a timely manner. Carleton University is strongly committed to fostering diversity within its community as a source of excellence, cultural enrichment, and social strength. We welcome those who would contribute to the further diversification of our University including, but not limited to: women; visible minorities; First Nations, Inuit and Métis peoples; persons with disabilities; and persons of any sexual orientation or gender identity and expressions.

**To view the full job description and to apply:** Visit <https://carleton.ca/hr/employment-opportunities/>