



BRANDON SCHOOL DIVISION

Job Description

Position	NorthStar Program Facilitator
Department	Student Services
Reports To	Assistant Superintendent – Student Services

JOB PURPOSE

The NorthStar Program Facilitator will lead and support the daily and internal operations of the NorthStar Program site, providing an environment of belonging for the whole NorthStar Community. This includes planning, coordination, and development of daily after-school program activities and daily nutrition programming, leading and supervising staff in the program centre, and ensuring students and volunteers have knowledge of daily program routines so they can participate fully.

PRIMARY RESPONSIBILITIES

Without restricting the generality of the foregoing, the NorthStar Program Facilitator, through consultation with the Assistant Superintendent – Student Services, shall be responsible for student and parent support; program centre leadership and coordination; organizational communication leadership; professional growth and commitment to learning; decision-making; and dimensions of accountability.

Student and Parent Support

The NorthStar Program Facilitator will create a student-centred organization with a diverse network of partners that has a strong sense of purpose and connection to families and the broader community. The position shall:

- Work to develop and grow multi-year relationships and connections with students across the entire program.
- Establish and maintain communication with students, families, caregivers and teachers.
- Build relationships with students’ families that may include regular contact in conjunction with Student Parent Support Workers (SPSW).
- Build advocacy relationships with school staff to ensure programming can assist students in meeting their academic goals, including attendance and course completion.
- Connect and build mutually beneficial relationships and networks with professionals in partner school divisions in development of opportunities for collaboration.
- Connect and build networks with organizations and individuals that may enhance and amplify the work and goals of NorthStar.

Program Centre Leadership and Coordination

The Program Centre will be a cohesive environment where students are supported academically and socially, provided with opportunities for personal growth, and can be assessed in a supportive and timely fashion. All areas of NorthStar’s programming will be a place of belonging, mastery, independence and generosity for all students and staff. The position shall:

- Provide leadership in daily program delivery, and student supervision, while supporting an overall positive program environment.

- Provide leadership in coordination the daily meal and snack program, and community fridge program. Includes advising on and operating within the allotted program budget.
- Coordinate the planning, procurement and distribution of program materials and supplies ensures the planned programming can operate smoothly, including advising on and operating within the allotted program budget.
- Coordinate the planning and delivery of daily on-site programming experiences, informal learning opportunities, workshops and volunteer opportunities in support of student participation and engagement.
- Coordinate the creation and publication of monthly and yearly program calendars to share with students, families and the wider community.
- Support program development ideas and goals of SPSW's towards actionable program opportunities.
- Coordinate and lead program-wide and organization-wide events.
- Coordinate and lead planning for exam preparation and course completion for all students, in collaboration with school partners.
- Coordinate and lead planning for school break programming and supports the planning of summer school and summer employment programs.

Organizational Communication Leadership

The NorthStar Program will demonstrate a clear and cohesive information and communication strategy that serves to engage with a variety of partners and right-holders including students, families and caregivers, schools and school staff, volunteers and the community at large. This will serve to engage and include the community towards greater visibility and sustainability. This position shall:

- Plan programming, coordination and implementation of grade 8 - grade 9 transitions and grade 12 to post-graduate transitions.
- Develop and implement the organizational social media strategy that centres the audiences of students, families and community at large.
- Develop and lead an alumni network for program grads.
- Develop and lead a youth leadership strategy, including a youth leadership council.
- Prepare and design program-wide documents including newsletters and the website with the support of the Assistant Superintendent – Student Services and the Administrator of Student Services.
- Build communication and partnership strategies to recruit volunteers.
- Support the ongoing process to screen, orient, and support program volunteers.

Professional Growth and Commitment to Learning

Staff will have a strong sense of whole-team and program purpose and will take opportunities to learn and grow within their work, informed by current research and best practices. This will further NorthStar's ability to be a leader in innovative youth practice locally and province wide. The position shall:

- Participate regularly in individual, small group and whole-team reflection of practice and collaborative planning.
- Pursue workshops, conferences, and readings that relate to developing a greater understanding of issues that pertain to the youth and communities the program serves.
- Learn about the Manitoba public education systems (policy, procedure and curriculum) to best understand how to support student learning, agency and systems navigation.
- Build partnerships that allow for greater collaboration between NorthStar and partner school divisions.

- Learn about the requirements, practices and opportunities of the post-secondary system to build and leverage partnerships for smoother student transitions to post-secondary.

Decision Making

The position will be responsible for individual decision making and shall:

- Ensure program staff are receiving support, supervision and feedback in their work.
- Support daily program delivery and student supervision while ensuring staffing and other support are adequately organized for the day's activities.
- Support daily meal and snack program delivery, ensuring proper planning along with appropriate safe food handling and health and safety standards.
- Operate within allotted program budgets to acquire the needed supplies and materials to ensure proper program delivery, based on the day's activities.
- Ensure the delivery of daily on-site programming experiences, informal learning opportunities, workshops and volunteer opportunities in support of student participation and engagement, based on the day's planned activities.
- Ensure communication with community, families and students is properly prepared and executed in line with organizational strategic goals.
- Create opportunities for staff to share about their work and celebrate successes.

The position will also be responsible for decision making in collaboration with Assistant Superintendent – Student Services and the Administrator of Student Services and shall:

- Lead staff scheduling and supervision to ensure staffing plans are in line with program and organizational needs
- Support and collaborate on continuous improvement plans for student engagement and participation, including supporting staff with developing student mentorship plans
- Support and collaborate on developing and implementing an ongoing family outreach and engagement strategy
- Support and collaborate on new staff onboarding and training to ensure clarity and consistency
- Support and collaborate on program and organization professional development, including topics and workshops for staff meetings
- Collaborate with the Assistant Superintendent – Student Services and the Administrator of Student Services to develop a strategy to enhance communication through the program website, including maintenance and content

Dimensions of Accountability

The position will assume direct accountability in the following areas:

- Stewardship of a welcoming and positive environment for all involved in NorthStar.
- Ensure that programming reflects a well-balanced and engaging series of activities and experiences that support students in participation.
- Lead the development and ongoing implementation of an organizational communication strategy including print, newsletter, web and social media.
- Lead the development of a yearly programming calendar that includes peak times for academic support, opportunities to invite families, caregivers and community partners to join in on programming, and opportunities to celebrate and learn about the communities in which NorthStar serves.
- Ensure that daily programming is well-resourced, properly supported and creates a space of belonging for all NorthStar students.

- Other duties that relate to leadership of the program center, program development or other leadership or management duties as assigned.

Shared accountability, as part of the whole program team:

- Assist students to engage in daily program activities.
- Plan and organize the monthly program calendar along with other staff, so a varied and robust series of experiences can be accessed by all program students.
- Ensure program centre is properly staffed with adequate staff to student ratio.
- Involve volunteers in different aspects of programming.
- Ensure proper care and maintenance of communal workspace.
- Support students in showing leadership and ownership in programming spaces.

NOTE: This description is not intended to limit the assignment of work or be construed as a complete list of the many duties to be performed by the incumbent.

COMPETENCIES

- **Accuracy** – Performs duties with a high level of accuracy and attention to detail.
- **Flexibility/Adaptability** – Effectively manages work interruptions and adapts to the changing needs of the workplace. Able to multi-task and has a strong understanding of the job.
- **Independence and Initiative** – Appropriately and effectively plans, prioritizes, and performs work independently and assists others as required.
- **Accountability** – Takes personal ownership and responsibility for the quality and timelines of work commitments. Follows organizational guidelines (i.e. policies and procedures) and demonstrate reliability and integrity daily.
- **Teamwork**– Shares knowledge and experience with team members and others and solicits input and feedback from others to help the team problem solve and solution build. Respects contributions from all team members, demonstrating cooperation, and supports team decisions.
- **Communication** – Clearly convey information to a variety of audiences using the tools necessary, engaging the audience to ensure the message is delivered and understood, creating a positive first impression with confidence and respect.
- **Confidentiality** – Brandon School Division employees are expected to respect the confidential nature of their positions and shall keep confidential all information they acquire during their employment that would be reasonably considered to be personal or confidential.
- **Use of Technology** – Stays current with technology skills.

WORK CONDITIONS

Physical Conditions

The duties of the NorthStar Program Facilitator are carried out within the school, off-site locations, or in rare cases at an external location such as the student’s home.

- Job requires some fine motor skills and some periods of working while seated for keyboarding.
- There is occasional demand for some heavy lifting such as, moving/rearranging furniture and transporting equipment.
- May be required to walk for extended periods of time around the school, both indoor and outdoor.

Psychological/Stress Conditions

The position workload and environment do not generally increase employee emotions or stress levels as there are clear guidelines and procedures and a team environment to support challenging issues.

- The position must accurately and precisely monitor student attendance (daily).
- There is some driving required for this position (occasionally).
- There is some time pressure associated with completing reports.
- There are interruptions and distractions that may arise (occasionally).
- Problems and challenges associated with this position are non-routine, with known solutions – liaising and interacting with students, teachers, parents, and others (daily).

Environmental Conditions

- Occasional travel to students' homes is required, health or safety risks may be encountered.

POSITION QUALIFICATIONS

The qualifications provide an understanding of the level of expertise **required** in this position. Unless noted under preferred, these are mandatory requirements of the position.

Knowledge, Skills, and Abilities

- Demonstrated ability to follow standardized work methods and processes during day-to-day activities.
- Demonstrated knowledge of computers and office software for using school attendance systems.
- Demonstrated effective writing skills are required to prepare correspondence and attendance records.
- Effective interpersonal and communication skills to work directly with students in a classroom environment, including the ability to motivate, explain and manage potentially difficult or emotional situations, and to work collaboratively with parents, teachers, and other staff.
- Demonstrated ability to effectively apply tact and diplomacy skills in dealing with students and parents.
- Demonstrated ability to function at the level of knowledge required of the students, e.g., in English, Mathematics, etc.
- Demonstrated ability to react to changing demands and prioritize work.
- Strong networking skills to build and sustain relationships between students, families, school staff, and community resources, helping the school find a way to best support a child/family.
- Knowledge of and interest in the public school environment with a demonstrated understanding of the benefits, successes and challenges youth experience in the school system.
- Exceptional written and verbal communication skills.
- Demonstrated ability to meet youth where they are, with demonstrated experience in support systems navigation and advocacy.
- May be required to provide student transportation (pick ups and drop offs).
- Must hold a Class 5 Driver's Licence.

Education And Experience

- Post-secondary study related to education, social work, recreation management or another community-based post-secondary program.
- Demonstrated experience in a leadership role either formally or informally.
- 3-5 years of experience in an organization that serve youth and families, with a demonstrated personal commitment to professional development and lifelong learning.
- Experience in program planning and implementation, including formal and informal program evaluation and commitment to best practices in youth development.
- Experience in the understanding of systemic barriers and social challenges that exist for youth in our school systems, with a commitment to improving student experience and outcomes.
- Experience in program facilitation, including planning for group reflection and debriefing practices.
- Experience in direct work with young people in a supportive environment.
- Commitment to fostering a community of inclusion and equity where everyone can feel like they belong.

Preferred Qualifications and Experience

- Experience in program design, and curriculum development.
- Deeper understandings and experience with the systems youth engage in, including child protection, justice, health and mental health.

- Training in First Aid/CPR, Crisis management and other relevant courses.
- Training and certification in safe food handling.
- Clear Driver's Abstract with the ability to travel.

NOTE: Position qualifications are measured through a variety of means such as, formal interview, application materials and reference checks.