



BRANDON SCHOOL DIVISION

Job Description

Position	Student Parent Support Worker
Department	Student Services
Reports To	NorthStar Program Facilitator

JOB PURPOSE

Student Parent Support Workers (SPSWs) are an essential position within the NorthStar Program. The SPSWs are the point people for our community of students, their families and caregivers, as well as school partners. The relationships they build ensure students a successful completion of high school and a transition to post-secondary education/training. SPSWs also fulfill the various roles crucial to the functioning of the program centre and provide a variety of engaging and meaningful mentorship, leadership, and volunteer opportunities for NorthStar students.

PRIMARY RESPONSIBILITIES

Without restricting the generality of the foregoing, the Student Parent Support Worker, through consultation with the NorthStar Program Facilitator, shall be responsible for relationship building; program centre and administrative duties; mentorship program; professional growth and commitment to learning; decision-making; and dimensions of accountability.

Relationship Building

SPSWs will create a student-centred program 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 assigned to their mentorship group (30-35 students), along with building relationships with students across the entire program.
- Establish and build communication with students, families, caregivers and teachers.
- Build relationships with students' families that may include regular contact and home visits.
- Build advocacy relationships with school staff to assist students in meeting their academic goals, including attendance and course completion.
- Develop knowledge of all students in their mentorship group, including a review of past and current academic performance and attendance, to develop an individualized mentorship plan.
- Connect and build networks with organizations and individuals that may enhance and amplify the work and goal of NorthStar.

Program Centre and Administrative Duties

The Program Centre will be a cohesive environment where students are supported academically and socially, provided opportunities for personal growth, and can be assessed in a supportive and timely fashion. This information can be used to inform individual mentorship plans. The position shall:

- Work in collaboration with staff teams to ensure participation, supervision and engagement for all NorthStar students.
- Maintain up-to-date records on student involvement with school and Wayfinders.

- Complete and submit all paperwork associated with activities and students' incentives, including working to set goals with students.
- Work in collaboration with other staff, volunteers and students to develop and implement program opportunities and experiences that meet students' needs and support and develop their interests.

Mentorship Program

Students will know what is expected of them and have a sense of what the near future will look like through the goals that have been set with SPSWs. Students will be provided with a variety of mentorship, post-secondary exploration and volunteer activities in which to engage in. The position shall:

- Establish regular contact and connection with students in their mentorship group, be they in small group settings or individual.
- Develop an academic support and mentorship plan with students in their SPSW group that can be outlined and shared with families, caregivers and school staff as needed.
- Develop and plan activities, experiences and informal opportunities for learning in conjunction with students, volunteers and other staff.
- Support students in exploring and developing their talents and interests.

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. The position shall:

- Participate regularly in individual, small group, and whole-team reflection of practice and collaborative planning.
- Provide leadership in some areas of program development, through research and making and leveraging networks and relationships with outside agencies and individuals.
- Pursue workshops/conferences/reading that relates to the work of Wayfinders in developing a greater understanding of issues that pertain to the youth served.
- Learn about the Manitoba public education systems (policy, procedure and curriculum) to best understand how to support student advocacy and navigation.
- Learn about and engages in opportunities with our partner school divisions, including extra-curricular clubs and committees.
- Learn about the requirements, practices and opportunities of the post-secondary system to best support students with making post high-school transitions.

Decision Making

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

- Lead and develop individual work and mentorship plans for students to further support their learning, participation and success.
- Plan and supervise daily programming.
- Build mentorship relationships with all students that allow them to supportively address student needs and behaviors.
- Determine how NorthStar's academic, social, and career exploration supports best fit into a student's life through individual mentorship, planning, and goal setting.
- Connect and collaborate with teachers and school support staff, clinicians and external to school supports in a student's networks towards cohesive student support.

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

- Identifies crisis intervention supports with and for students.
- Determine and prioritize student incentive spending as part of their mentorship work with students.
- Use student engagement data to determine when it is appropriate to remove students from SPSW groups.
- Determine the need for and use of flex time and banked time to support and enhance their work with students and families.

Dimensions of Accountability

The position will assume direct accountability in the following areas:

- Ensuring that students are aware of program expectations to frame their commitment and involvement in NorthStar.
- Stewardship of a welcoming and positive environment for all involved in NorthStar.
- Developing an understanding of students' educational goals, including attainment/engagement and post-secondary plans.
- Leading the development and facilitation of both onsite and offsite programming activities including student preparation and debrief.
- Leadership of designated program centre duty on a given week, planning for necessary supplies and needs in advance of program start.
- Inputting any student program attendance and other data, as required.
- Other duties that relate to student support, program center needs and program development as assigned.

Shared accountability, as part of the whole program team:

- Assisting students to engage in daily program activities.
- Planning and organizing the monthly program calendar along with other staff and Program Facilitator, so a varied and robust series of experiences can be accessed by all program students.
- Ensuring program centre is properly staffed with adequate staff to student ratio.
- Involving volunteers in different aspects of programming.
- Proper care and maintenance of communal workspace.
- Supporting 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 Student Parent Support Worker 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.
- Willingness to work a variety of hours including evenings and some weekends.

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.
- Ability to support and steward a dynamic team environment where everyone's contributions may be varied, but equally valued.
- Ability to work with students and people from a wide variety of backgrounds.
- Excellent time management skills with an ability to prioritize work as needed.
- Strong written and verbal communication skills.
- 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.
- 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 degree or diploma with equivalent experience working with high school age youth and community.
- Experience in direct work with high school age youth in a supportive and community-based environment.
- Commitment to fostering a community of inclusion and equity where everyone can feel like they belong.

Preferred Qualifications and Experience

- Experience/knowledge of working with youth.
- Training in CPR, First Aid, Crisis Management & other relevant courses.
- Willingness to develop new programming and to enhance current programming.
- Clear Driver's Abstract with the ability to travel between multiple program locations.

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