



**EMPLOYMENT OPPORTUNITY
INTERNAL/EXTERNAL POSTING
STUDENT SUCCESS FACILITATOR
VARIOUS CONTRACTS**

About FNTI (First Nations Technical Institute)

Since establishment in 1985, over 4000 students have graduated successfully from FNTI with certificates, diplomas and degrees, granted in partnership with Ontario's Colleges and Universities. An Indigenous post-secondary institution, FNTI offers programs targeted at Indigenous learners across a wide range of post-secondary disciplines including aviation, health, business, and public administration. FNTI delivers programming locally through its main campus in Tyendinaga on Ontario's beautiful Bay of Quinte, as well as in numerous community locations throughout Ontario.

Description:

We are seeking individuals with a background in health and/or mental wellness, and/or social service work to be a part of our team. The Student Success Facilitator (SSF) is the first and ongoing point of contact for learners, following their admission to programs, as assigned by the Director, Learner Success and Service Delivery. The SSF develops and maintains successful relationships with learners and faculty to support students, enhancing their success and FNTI's profile. SSF's will be required to effectively organize all aspects of delivery session set-up including attending sessions and to provide support to students and faculty. The SSF also assists with admissions and recruitment in the conversion continuum (prospective students from applicant to registered student).

Responsibilities:

- Establish and sustain student relationships by maintaining on-going communication with students of assigned cohorts; assisting them with all course/program related non-academic issues, responding to enquiries between sessions, aligning appropriate resources, etc.
- Forwarding information to the Records Office such as confirmed class lists and grades in a timely manner.
- Organizing and leading student relationship building through the administration of cultural activities such as; mailing, collecting materials, virtual clubs and spaces, etc.
- Responding to general program enquiry as part of admissions process.
- Maintain frequent contact with students, answering enquiries and providing program information
- Set up instructional technical supplies; projector, television, PowerPoint, snacks, transports students when required.
- Facilitating virtual classrooms through video-conferencing platform (position dependent)
- Provide last minute logistical support as required
- Prepare, execute and collate feedback for student evaluations.
- Providing virtual and/or in class support, position dependent
- Other duties as required

Qualifications:

- Minimum 2-year diploma and relevant experience
- A combination of education, training and experience will be considered with preference for those who have a background in health and/or mental wellness, and/or social service work
- Experience in an Indigenous educational environment would be an asset
- Ability to facilitate virtual classrooms through the use of online platforms
- Considerable lived, practical and relevant working experience of Indigenous issues
- Effectively and tactfully able to communicate with students, staff, and faculty, in a proactive and courteous manner
- Strong time management skills and interpersonal relationship building skills
- Understanding of LMS Brightspace system would be an asset
- Demonstrate a strong work ethic and a passion for excellence with respect to customer service
- Establish and maintain effective working relationships with prospective students, faculty, staff and a commitment to a team approach.
- Knowledge of Indigenous cultures and teachings

Conditions of Employment:

- Possession of a valid Ontario (or equivalent) class 'G' driver's license is required for on-site positions
- Willing and able to travel is required for on-site positions
- Successful candidates must provide a satisfactory CPIC and vulnerable sector check

Notes:

- All qualified applicants are encouraged to apply, however FNTI provides preference to those applicants with Indigenous ancestry who self-identify.
- For some positions, must be local or willing to travel to Tyendinaga as positions will require hybrid (PSW) or full in-person commitments (Practical Nursing).
- This staffing process will be used to establish a pool to fill other temporary vacancies for the school year
- When submitting your application, please let us know which position(s) you are applying for: remote, hybrid (remote and on-site), and/or on-site.
- Must be legally entitled to work in Canada

Please forward your cover letter, resume, and two references, by noon on October 12, 2023 to: Samantha Souliere, HR Manager

E-mail: HR@fnti.net

FNTI is committed to creating an accessible and inclusive organization. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code (OHRC), applicants may request accommodation related to the protected grounds at any stage of the hiring process.

Thank you for your interest. However, only those selected for an interview will be contacted

