

[Home](#) [Performance](#) [Learning](#) [Jobs@Mohawk](#) [Reports](#) [Admin](#) [Content](#) [ILT](#)

Indigenous Learner Success Navigator

Hamilton, Ontario, Canada | req3419

[Apply Now](#)

Posted on: 4 days ago

[< Back to Search](#)

Indigenous Learner Success Navigator

Status: Full Time

Hours: Monday – Friday, 35 hours/week

Home Campus: Fennell (fully on-site)

Rate of Pay: Payband E (\$30.43 - \$35.11 per hour)

Vacancy Status: 1 vacancy available

Posting Date: September 11th, 2026

Closing Date: September 23rd, 2026 at 7:00 pm EST

Preference will be given to qualified employees within the Full Time Support Staff bargaining unit, Appendix D (6 consecutive months in Appendix D status) and RPT employees who have passed probation at Mohawk College.

We believe the rich diversity among our students and the communities we serve should be reflected within our workforce. As educators, we believe it is important to act and show leadership in advancing the principles of reconciliation, equity, diversity, and inclusion in our community.

Reporting to the Manager, Indigenous Learner Success, the Indigenous Learner Success Navigator provides front-line, student-centred, and culturally responsive support to Indigenous learners across a variety of service channels, including in-person, telephone, email, and virtual communication platforms. As the primary point of contact for Indigenous students accessing services and supports, the incumbent welcomes learners, responds to inquiries, assesses needs, and assists with navigating College programs, services, and community resources.

The Indigenous Learner Success Navigator coordinates appointments, manages intake processes, tracks engagement and service utilization data. The role documents interactions, monitors referrals, and connects learners with appropriate academic, personal, cultural, financial, and wellness supports.

In addition to providing learner support, the Indigenous Learner Success Navigator coordinates and supports the delivery of activities for Indigenous students including engagement initiatives, cultural programming, workshops, and community-resource activities.

Through relationship-building, effective communication, and culturally grounded service delivery, the Indigenous Learner Success Navigator contributes to a welcoming and inclusive environment that promotes learner access, engagement, retention, and success.

What you'll be doing:

Front Desk, Indigenous Learner Success Operations and Inquiry Support

- Serve as the primary front-line point of contact for Indigenous learners accessing Indigenous Learner Success, providing welcoming, culturally responsive, and student-centred support through in-person, telephone, email, and virtual service channels.
- Build positive and trusting relationships with Indigenous learners by creating a safe, respectful, and inclusive environment that supports learner well-being, belonging, and success.
- Respond to inquiries from current and prospective Indigenous learners, families, community partners, and College staff by providing accurate information regarding Indigenous Learner Success, programs, events, resources, and supports.
- Conduct initial intake and needs assessments to identify learner goals, barriers, concerns, and support requirements, determining appropriate service pathways and referrals.
- Provide information, guidance, and navigation support related to College services, including admissions, registration, financial assistance, academic supports, accessibility services, wellness resources, student life opportunities, and Indigenous-specific programs and services.
- Assist learners in understanding College processes, accessing supports, completing forms, and identifying next steps to help them successfully navigate their educational journey.
- Prepare and update learner resource materials, referral information, service guides, communication templates, and information resources to ensure learners receive current and accurate information.

Event Support, Communication & Coordination

- Coordinate weekly student lunches, including menu planning, catering orders, dietary accommodation requests, budgeting, and vendor communication.
- Coordinate logistics for guest visits, Elders, Knowledge Keepers, facilitators, and community partners, including scheduling, room bookings, parking, technology requirements, hospitality, and honoraria processing.
- Support the planning and delivery of specific Indigenous student programming including workshops, cultural activities, and special initiatives.
- Track and maintain inventory of supplies required for student programming, events, and cultural activities.
- Assist with welcoming and hosting guests, community partners, Elders, and Knowledge Keepers during Indigenous learner activities, or broader events as needed.
- Maintain calendars for events, workshops, guest visits, and student engagement activities.

Other Duties

- Identify recurring learner concerns, service barriers, trends, and opportunities for improvement and bring them forward to the Manager, Indigenous Learner Success.
- Support learners with accessing and submitting documentation, navigating online platforms and self-service tools, and completing administrative processes related to their educational journey.
- Participate in training, onboarding, meetings, service updates, and process reviews related to Contact Centre, Welcome Desk, email, queue management, and front-line student service operations.
- Support Indigenous Learner Success and campus-wide initiatives such as Open House, Welcome Week, Orientation, Convocation, start-up activities, and other student-facing events.
- Contribute to continuous service improvement by identifying inquiry trends, recurring student questions, process gaps, documentation needs, and opportunities to enhance front-line service.
- Perform other related duties as assigned that are consistent with the purpose and scope of the Indigenous Learner Success Navigator role.

Other duties as assigned.

What you'll bring to the role:

- Minimum 2-year diploma in Office or Business Administration, Business General, Educational Support or related field.
- Minimum 2 years of practical experience, in a service-oriented environment within an educational setting; primarily related to supporting applicants, students and staff, as well as an understanding of college services and corporate information systems.
- Demonstrated commitment and understanding of human rights, equity, diversity, inclusion, and accessibility.
- The ability to communicate and work effectively with diverse students, employees, and communities.
- Knowledge of Indigenous cultures, communities, and support networks, with the ability to develop collaborative relationships that enhance Indigenous student engagement, belonging, and success.

What we offer:

- Defined Benefit pension plan (CAAT) with contributions matched by Mohawk College.
- 93% top up of maternity and parental leave pay for 52 weeks.
- Progressive vacation plan starting with 15 vacation days plus annual holiday closure.
- Access to Employee Family Assistance Program including counselling services, financial literacy services, nutrition advice and more.
- Comprehensive benefits package including health, dental, vision, paramedical services (massage therapy, acupuncture, naturopath, psychotherapy and psychology), short-term and long-term disability.
- Ability to take courses at a reduced rate for employees and dependents.

To find out more about working at Mohawk College, including our Employee Value Proposition, please visit <https://www.mohawkcollege.ca/about-mohawk/careers-at-mohawk>

We are committed to reconciliation and nurturing an inclusive, diverse, equitable, and accessible (IDEA) environment for everyone who learns and works at Mohawk College. We welcome applications from racialized persons, women, Indigenous people, persons with disabilities, 2SLGBTQIA+ persons, and others who may contribute to the further diversification of ideas.

The College is committed to fostering inclusive and barrier-free recruitment and selection processes. If you require accommodation during any stage of the recruitment process, please contact Human Resources.

To learn more about Mohawk College's commitments, please visit the Mohawk College strategic plan webpage: <https://www.strategicplan.mohawkcollege.ca/>

Indigenous Learner Success Navigator

[Apply Now](#)

Version: 25.1.1.60

Powered by Cornerstone OnDemand, Inc. ©2000-2015
All Rights Reserved. [Terms](#) - [Privacy](#) - [Cookies](#) - [Feedback](#)