CAREER OPPORTUNITY

INTERNAL / EXTERNAL

Classification:	Field – Level 6	**Title:**	Student Services Associate
Location:	North Battleford	**Competition #:**	60-BC-2627
Date Posted:	October 30, 2026	**Closing Date:**	November 10, 2026 at noon
Start Date:	ASAP Permanent, Full-Time, 12 months	**Salary Range:**	As per the Collective Agreement Appendix A $33.81 / hour to start

The commencement of this position is subject to funding decisions, which are beyond the control of North West College, and therefore subject to change. This is an in-scope position. Internal applications from NWC staff with seniority will be considered prior to outside applicants.

Main Responsibilities:

Reporting to the Coordinator, Student Services, this position provides supports to students to maximize their success, foster independence and ensures a positive learning experience for students. The Student Services Associate is responsible for:

- Proactively monitors student participation and academic progress, communicates expectations and policy and follow up with students to ensure program compliance.
- Develops and implements retention management strategies, identifies barriers affecting student's performance and develops activities and workshops to improve success.
- Develops and maintains contact list for outside agencies and ensures students are aware of community resources for support.
- Administers the student intake and assessment processes.
- Develops, implements and supports student exit strategies and administers student entrance and exit surveys.
- Communicates with Program Coordinators regarding students, issues and processes.
- Establishes and maintains effective working relationships with leaders of community agencies.
- Serves as an advocate and liaison for students, responds to students' issues, mediates conflicts and may refer student to the Student Services Associate qualified to traumatic event response or refer to an appropriate agency.
- Administers tutor/student match programs, monitors participation and determines success.
- Maintains confidential client and administrative records, tracking and reporting of services.
- Performs the initial intake for career services. Makes referrals to the Career Counselor for assessment.
- Facilitates an effective overall college experience for students through the development and implementation of extracurricular events and activities.
- Collaborate with College staff and partners to facilitate program objectives, improve quality of programs and enhance the College's effectiveness and image.
- Other duties as assigned.

Qualifications, Skills, Abilities and Experience:

- Minimum two years of post-secondary education in a Human Services or Behavioural Sciences field. The education will ensure an understanding of the indicators and dynamics of poverty, disabilities, systemic barriers, abuse and neglect, and their impact on the client's ability to be successful in an educational and employment context.
- Minimum one year of experience in a student support, youth care worker, counselor or social worker role. The experience would provide a practical understanding and awareness of behavioural indicators and patterns.
- A combination of education and experience applicable to the position assignment may be considered.
- Ability to understand community services and resources and the extent to which these services support the citizens of the community.
- Ability to establish and maintain a network of community contacts and partnerships.
- Knowledge of multicultural beliefs, values and perspectives with emphasis on First Nations and Métis.
- Ability to plan, organize large student events in a team environment.
- Comfortable speaking to a large group of students.
- Ability to plan and conduct interviews with individuals who may display a broad range of emotions, in order to gather relevant information, assess risk factors, capacities and potential need to access services.
- Ability to respond to emergent circumstances, remain calm, provide appropriate short-term intervention and referral to appropriate agencies, and the ability to recognize when to extricate from the situation.
- Ability to advocate on behalf of clients to ensure access to educational opportunity, employment, community resources or services in order to address barriers to independence and promote well-being.
- Ability to verbally and in writing communicate to a variety of audiences, in a manner that persuades, builds support, educates, and promotes understanding.

- Ability to develop, deliver and evaluate workshops and provide individual counseling to improve the success of the students.
- Ability to work in a multi-cultural environment and promote and encourage diversity, individual dignity and mutual respect.
- Mediation skills in order to resolve conflict.
- Ability to assess client interview data regarding life situations, educational attainment, employability, life aspirations and other circumstances to determine the extent to which available programs and services may address client's needs.
- Ability to organize and present information in a concise, complete and timely manner, which allows others to understand the reasons for a recommendation or decision.
- Ability to exercise good judgment, recognizing the relevance or merits of alternative assumptions and perspectives and the extent and weight of evidence supporting each in arriving at a decision or recommendation.
- Ability to work independently, to plan, schedule and organize one's own work with minimal supervision.
- Knowledge of and ability to use standard office software, such as Microsoft Word and email, entry level excel, power point and the internet and to operate standard office equipment.
- Must possess a valid Saskatchewan Driver's License as travel will be required.
- Ability to lift and carry boxes of book and supplies for rural sites. The boxes weigh approximately 25lbs
- A recent, satisfactory Criminal Record Check, with the Vulnerable Sector Search is a requirement for this position.

If you are interested in this position with the College, please complete an application for Employment. The application is located on the website at **www.northwestcollege.ca.** Please provide a letter to Human Resources outlining how you meet the qualifications, knowledge, education and skills as identified in the posting.

Submit Applications to:
Human Resources
North West College
10702 Diefenbaker Drive
North Battleford SK S9A 4A8
Fax:306.445.2254

Please Quote Competition #60-BC-2627

NWC thanks all those who applied however only those selected for an interview will be contacted.

Email: nwrccareers@northwestcollege.ca