

IDENTIFICATION

Job Title:	Manager, Student Support Services	Division:	Student Life
Name of Immediate Supervisor:	Erin McMichael	Position Number:	YC1044
Supervisor's Title:	Registrar and Associate Vice President, Student Life	Effective Date:	March 18, 2026

Purpose of the Role
<p>Reporting to the Registrar & Associate Vice President, Student Life, the Manager, Student Support Services provides strategic leadership and operational oversight for Yukon University's Student Success unit, advancing a culture of retention, belonging, and holistic student wellbeing. The role ensures the effective delivery, assessment, and continuous improvement of counselling, accessibility, learning strategies, Indigenous student navigation, tutoring, and engagement programming. It leads institutional case management, and trauma-informed investigations under non-academic misconduct and sexualized violence policies, upholding principles of procedural fairness and duty of care. The position advances the University's Strategic Enrolment Management Plan, Reconciliation Framework, and Wellbeing Framework by developing responsive, inclusive, and community-informed services that support student persistence and success.</p>

Key Responsibilities
<ol style="list-style-type: none"> 1. Leads and oversees all operations of the Student Success unit, including Counselling, Accessibility Services, Learning Strategies, First Nations Student Navigators, Writing and Math Tutoring, Student Engagement and First Nations Student Engagement, ensuring alignment with institutional strategic priorities. 2. Provides institutional leadership in student crisis response, chairs cross-campus case management meetings (Circle of Care), participates as an alternate member of the university's Threat Assessment Team, and conducts trauma-informed, procedurally fair investigations under the universities' non-academic misconduct and sexualized violence policies and procedures. 3. Advances implementation of the Strategic Enrolment Management (SEM) Plan by designing, assessing, and refining retention-focused services and co-curricular programming that support prioritized learner groups, including Domestic, Indigenous, Domestic, non-Indigenous and International students. 4. Leads the research and revision of student-facing policies and procedures related to accessibility, sexualized violence prevention and response, non-academic misconduct, and student wellbeing on the behalf of the Registrar & AVP, Student Life, ensuring compliance with applicable legislation and best practices. 5. Supervises, mentors, and evaluates staff within Student Success, including recruitment and selection, performance management, confirming annual work plans, work planning, and the approving and unit-wide tracking of professional development opportunities in alignment with relevant strategic plans. 6. Develops and manages the Student Success operating and payroll budgets, monitors expenditures, prepares variance reports, and ensures effective stewardship of financial resources.

7. Fosters collaborative relationships across the University and with community partners to enhance student belonging, advance the implementation of the universities' Reconciliation Framework and Strategic Enrolment Management Plans in relation to student retention, well-being, belonging and persistence.
8. In ongoing collaboration with Marketing & Communications and the Director, Admissions & Enrolment Management, drafts and oversees annual student communications planning.

People Leadership

- Directly supervise 8–10 permanent/term staff and 5–25 casual or sessional staff across multiple functional areas.
- Provide professional supervision and case consultation to counselling staff, supporting ethical practice and case conceptualization.
- Oversee staff training related to case documentation, privacy compliance, trauma-informed practice, and advising competencies.
- Provides front-line response services at the Ayamdigut Campuses (and virtually for Community Campuses) in response to urgent, escalated or critical student matters.

JOB ELEMENTS

Decision - Making

- Conducts highly sensitive administrative investigations under the universities' non-academic misconduct and sexualized violence policies and procedures and makes formal recommendations for review by the Registrar & Associate President, Student Life, with final decision-making authority resting with the Provost & Vice-President, Academic.
- Recommend policy amendments, program changes, staffing structures, and budget allocations to the Registrar & AVP, Student Life.
- Determine appropriate crisis response actions, case management strategies, internal and external referrals in collaboration with internal partners.
- Approve program direction, service adjustments, and operational changes within Student Success.
- Exercise signing authority and resource reallocation within approved budget parameters.

Communication and contacts

- Advise and update the Registrar & AVP, Student Life on student-related trends, high-risk cases, operational performance, monthly service metric reporting and analysis.
- Meets regularly with senior academic leaders, faculty, and staff to address student conduct, wellbeing, and case management concerns.
- Counsel and support students experiencing crisis, distress, or complex barriers to success.
- Liaise with Human Resources, Safety & Security, Campus Housing, and community agencies regarding coordinated responses to critical incidents.

- Engage with First Nations Initiatives, Indigenous partners, and community stakeholders to support reconciliation and Indigenous student belonging.
- Respond to concerns raised by student representatives and support resolution of non-academic student issues.
- At the request of Marketing & Communications, publicly represents the Student Success unit externally during media inquiries
- Hosts external social services providers to ensure effective and appropriate external student referrals across the Student Success team

Knowledge and Experience

Education

- Graduate degree in Social Work, Counselling, Counselling Psychology, Psychology, Psychoeducation, or a related discipline.
- Current registration with a relevant professional regulatory body.
- Valid Yukon Driver's License.
- Commitment to obtaining restorative justice and violence risk assessment training within one year of appointment (if not already completed).

Knowledge and Business Acumen

- Strong understanding of trauma-informed practice, procedural fairness, and principles of natural justice.
- Knowledge of restorative justice approaches and threat assessment methodologies.
- Understanding of accessibility standards and human rights legislation applicable to post-secondary education.
- Familiarity with postsecondary Strategic Enrolment Management planning and implementation approaches in relation to student retention and well-being.
- Demonstrated commitment to Reconciliation and Justice, Equity, Diversity, and Inclusion.
- Ability to interpret and apply institutional policies and regulatory requirements.
- Financial literacy sufficient to develop and manage operating and payroll budgets.
- Ensures all Student Success staff members maintain student information in ongoing compliance with Privacy legislation

Experience

- Progressive leadership experience in post-secondary student services, counselling, or human services environments.
- Demonstrated crisis response and case management experience involving complex or high-risk situations.
- Experience supervising professional staff and leading multidisciplinary teams.
- Experience developing and assessing programs and services aligned with institutional strategy.

Specific Working Conditions & Requirements

- Travel to rural communities (approximately three trips annually), including travel by aircraft and/or vehicle in potentially adverse weather conditions.