

York University

Job Posting — Confidential, Professional & Managerial Employees (CPM)

Job Title: Manager, Indigenous Initiatives
Faculty / Dept.: Equity, People & Culture/Centre for Indigenous Student Services

Salary Grade: E
Job Code: 950913

Job Overview

The Division of Equity, People and Culture is committed to the Anishinaabe teaching of Mino Bimaaddiziwin, the Good Life, across all facets of York University. Our goal is to help nurture an environment where we all have a stronger sense of connection, inclusion, and wellbeing. This is our shared responsibility. We aim to invest in our people and to create an inclusive and equitable environment for all.

Reporting to the Assistant Vice-President of Indigenous Initiatives (AVP) the Manager, Indigenous Initiatives provides management and leadership to the Centre for Indigenous Student Services (CISS) team and supports the strategic direction of CISS.

The role is responsible for and leads the development, enhancement and implementation of culturally appropriate student support services and programs for both undergraduate and graduate Indigenous students and is accountable for improving and fostering a learning environment that results in student success. Student support programs include those that foster cultural awareness and knowledge, student development, academic and personal success, engagement, and transition from the time of admission through to graduation.

The role supports engagement and retention initiatives that reinforce the cultural narrative of inclusion, growth, innovation, ownership, and collaboration. The role conceives and manages the successful creation and execution of engagement events, with focus on Indigenous learners.

The role fosters partnerships within the Division of EPC and other relevant units of the University to leverage expertise, promising practices and resources for student programming, to contribute to seamless student service delivery across the campus. These collaborations will aim to maximize and ensure sustainability of services for Indigenous students and contribute to a robust community of practice approach for the University.

This role requires a service-focused professional who treats members of the community with respect, values their time, strives for personal best, and collaborates to improve service experiences for all. The role prioritizes Indigenous student success.

Key Responsibilities

Centre for Indigenous Student Services (CISS) Operations Management

- Under the supervision and direction of the AVP provides strategic direction and daily leadership to the CISS team, managing workflows, scheduling, performance assessments, and professional development to ensure a high-performance and supportive environment.

- Develops, leads, and evaluates all CISS-related events, training, and programs, ensuring they are delivered with high quality, cultural relevance, and professionalism.
- Establishes and utilizes performance measurement systems to analyze event efficacy, participant feedback, and service impact, using data to optimize future outreach and programming.
- Ensures administrative effectiveness of CISS by developing practices, processes and procedures, creating templates and systems, maintaining databases, and preparing regular statistical reports for the leadership.
- Provides high level administrative and logical support to the CISS team, overseeing acquisition of culturally appropriate materials and gifts, and ensuring smooth day-to-day operations.
- Ensures timely monitoring and responses to the CISS general inbox, maintaining a high standard of service and communication.
- Manages the provision of culturally appropriate support services, provides advice and referrals to undergraduate and graduate Indigenous students.
- Manages the delivery of student success events, including but not limited to, Orientation, Visiting Elders, Indigenous Peer Mentorship Program, Academic workshops and Indigenous Cultural Programming.
- Assists with deployment of tools, engagement survey, and metrics for assessing feedback.
- Liaises with academic and non-academic services for students and provides advocacy and referrals for students with the Toronto area Indigenous service providers and Band funding agencies (for example, due dates and related funding applications for students).
- Facilitates access to post-secondary education for Indigenous students by managing related recruitment practices including conversion activities with the Indigenous Recruitment Officer.
- Oversees the development and distribution of strategic communication materials, including event promotions, CISS newsletter, activity summaries, and the drafting of the Centre's Annual Report.
- Provides program evaluation, assessment and reporting to partners including completing Ministry funding grant- Indigenous Students Success Fund (ISSF).
- Participates in and leads special projects and initiatives as assigned by the AVP, contributing expertise in Indigenous engagement and education.

Indigenous Community Engagement

- Fosters positive relationships within the York community to promote Indigenous Engagement, reconciliation, and equity policies and best practices. Develops communication materials for student activities, events, preparing a draft Annual Report, acquiring culturally appropriate gifts.
- Serves as a member of the York Indigenous Education Council and supports its activities by providing CISS programming and activities updates, participates in discussions, special projects, and ad hoc committees.
- Serves as a member of the Glendon Indigenous Affairs Council and supports its activities by providing CISS programming and activities including engaging other Glendon campus stakeholders including Glendon Student Affairs.
- Provides support and advice, including collaborative efforts, to the Aboriginal Students Association at York and the Osgoode Indigenous Students Association.
- Chairs and participates in committees at York, as required, and provides education on Indigenous culture and services to non-Indigenous students, faculty, and staff.
- Participates in community engagement activities by representing York on external committees including the Council of Universities' Reference Group on Aboriginal Education.
- Participates in external outreach and initiatives within the urban Indigenous community

Human and Financial Resource Management

- Leads and motivates the CISS team, by creating a positive and supportive work environment, which fosters collaboration, integrity, innovation, creativity, accountability, and excellence.
- Responsible for all staffing matters (unionized and casual staff) related to the CISS portfolio, adheres to collective agreements/standard operating procedures in support of a sustainable employee relations environment. Manages the unit hiring, training, supervision, staff development, and performance management (including matters related to discipline, grievances/arbitrations and terminations).
- Assigns responsibility for tasks and decisions, establishes clear directions, and sets challenging but achievable objectives and measures. Monitors process, progress, and results within the unit's operation.
- Engages in performance management, ongoing coaching, mentoring and staff professional development and training. Encourages employee engagement through formative and motivational feedback.
- Exercises budgetary responsibility including monitoring expenses, processing payments completing/retaining documentation for financial and payroll matters using the financial system. Prepares budget forecasts and financial reports for reconciliation and planning purposes.

Required Qualifications

Minimum Education, Training & Credentials

- Bachelor's degree in a relevant discipline with a focus on Indigenous studies, education, psychology, social work.

Note: verification of degree(s)/credential(s) required.

Minimum Experience

- 4 years related experience in a complex post-secondary or related environment.
- Progressively responsible experience in Indigenous student affairs/services, student programming, academic success or recruitment and retention.
- Experience acquired within a post-secondary student engagement, student success and Indigenous community development.
- 2 years of management or supervisory experience, including mentoring and developing diverse teams in inclusive and collaborative environments.
- Must self-identify as Indigenous and be able to demonstrate their belonging to a recognized Indigenous community.
- Demonstrated history of meaningful engagement with Indigenous communities, Elders, and Knowledge Keepers.

Knowledge

- Knowledge of Indigenous history, culture and philosophies, Band funding protocols, and Indigenous community student support services

- Experience and knowledge related to current trends, issues, legislation, regulation and best practices in areas of Indigenous education, Indigenization, philanthropy, human rights, reconciliation, equity and inclusion.
- Informed and educated understanding of Indigenous history, policies, reconciliation framework - Truth and Reconciliation Commission (TRC), international frameworks -United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP). Indigenous Justice frameworks -Missing Murdered Indigenous Women and Girls (MMIWG)Report
- Awareness of student environments, campus systems and organizations, and the university's policies and procedures related to Indigenous engagement and education, student life and activities.
- Through understanding of Indigenous ways of thinking, being, and knowing, and have connections to Indigenous communities through lived experience of an Indigenous world view, culture, traditions and values.
- Knowledge of the theories, barriers, and best practices related to student development, engagement, and retention, particularly as they apply to supporting the holistic success of Indigenous learners in a post-secondary environment.
- Proven knowledge of principles and practices in human resources, including people management, performance management, and team leadership.
- Knowledge of financial and administrative management, including budgeting, resource allocation, and process improvement.
- Knowledge of how to develop, implement, and evaluate strategic plans, programs, and events. This includes knowledge of designing and using key performance indicators (KPIs), assessment tools, and data analysis to measure efficacy and inform continuous improvement.

Skills

- Ability to utilize and exercise Indigenous teachings and philosophies as essential frameworks within CISS.
- Effective interpersonal skills including diplomacy and sensitivity with proven ability to communicate and build rapport and credibility with diverse audiences, including Indigenous students, Elderly, community members, senior university leadership and external community
- Ability to communicate complex ideas clearly, respectfully, and effectively with diverse audiences.
- Ability to effectively advocate for the needs of Indigenous students and the Centre, while diplomatically balancing policy requirements and organizational constraints.
- Ability to build trust, foster collaboration, and maintain lasting, authentic relationships with Indigenous students, teams, and internal and external partners.
- Ability to interact with others using a trauma-informed, respectful, and empathetic approach that acknowledges and honors diverse cultural perspectives and protocols.
- High emotional intelligence and tact to navigate the complexities of a large university environment, build consensus, and advance initiatives across different departments.
- Proven skill in facilitating difficult conversations, mediating disagreements with empathy and fairness, and resolving conflicts in a way that strengthens relationships and upholds cultural safety.
- Ability to handle highly sensitive and confidential situations with impeccable judgment, calmness, and a solutions-oriented mindset.
- Advanced analytical and critical thinking skills to strategize with the AVP on innovative models for achieving goals.

- Effective skills in developing, implementing, and monitoring multi-faceted operational plans and workplans that align with strategic objectives.
- Effective skill in drafting a wide range of materials, from strategic plans and annual reports to sensitive emails and compelling event promotions, ensuring all communication is culturally appropriate and aligned with the university's values.
- Advanced public speaking and group facilitation skills to represent the Centre, lead workshops, and engage audiences in a meaningful and inclusive manner.
- Effective skills in mentoring, motivating, and managing a team; delegating tasks effectively; and managing performance to achieve collective goals.
- Effective organizational and logistical skills to concurrently plan, execute, and evaluate numerous programs, events, and projects from conception to completion, on time and within budget.
- Proven ability to work independently and within a team environment.
- Effective analytical skills to research, evaluate and be innovative with creative solutions.
- Ability to apply student development theories and best practices.
- Appreciation of academic values and a commitment to student development.
- Proficient with MS Office Suite at the intermediate level (e.g. Word, Excel and PowerPoint).
- Effective financial management skills to work with budgets and electronic financial systems.

Summary of Work Environment

- Work is normally performed in a typical office work environment except during special events which may require outdoor and evening work.