

Job Title **Student Services**  
Reporting to: Language Services Manager

Who **WE** are...

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Since 1998, Global Gathering Place (GGP) has remained dedicated to helping refugees and immigrants integrate and thrive in Canada. By delivering critical services, English classes, and a full calendar of programs, we work hard in service of our vision: A society where newcomers to Canada are fully engaged and valued.

As GGP has grown from a grassroots group to a non-profit leader in the settlement sector, we continue to pride ourselves on personalized, client-centred service. We know our clients; we understand their needs, their fears, and their goals. No one is ever a number at GGP.

Our organizational culture centres around collaboration and each staff member wears many different hats. We work together across departments and in partnership with diverse community partners. We offer guidance for making local services more inclusive and accessible, and advocate for what we know to be true: that immigrants and refugees, when given the opportunity, make valuable contributions to all aspects of Canadian society.

Who **YOU** are...

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You strongly believe in diversity, and respect for people, and have a passion for helping others thrive and succeed. You value and are committed to equality, and respect, and you love learning about people and their cultures. You are at your best when you surround yourself with other committed individuals and you do your best work when you collaborate and work WITH others. You are goal-oriented, tenacious, and creative when it comes to problem-solving.

What is **Student Services**...

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The Student Services facilitates student placement, waitlist management, recruitment, retention, and referrals, and responds to student needs to support their language training and settlement in the community. In addition, the Student Services supports the English as a Subsequent Language (ESL) department by taking the lead on student support and instructor liaising and support especially as this involves learners needs, documentation, and movements within the classroom and department.

- Determines the eligibility of students for GGPs language classes, conducts intake, registrations, and orientations of students
- Manages the waitlist, administers student placement, and monitors attendance and occupancy numbers
- Manages student records, including data entry and the digital filing of relevant documents
- Produces letters, certificates, and other documents, and enters information in database
- Produces relevant reports for both internal and external (LARC, SAISIA, ICARE) dissemination
- Collaborates with staff, instructors, students, and others to resolve student issues and concerns
- Coordinates with language instructors and other language providers to facilitate student movements (absences, graduations, transfers, other exits, etc.) as needed
- Performs other duties as requested

The successful candidate must be available to work weekday evenings and/or Saturdays.

Secondary responsibilities are:

- Participates in organization and team staff meetings as well as other required meetings
- Upholds GGP's vision and values
- Follows all GGP procedures and protocols
- Works well with others in a team and client environment
- Helps other team members as needed, as all teams are expected to work cross-functionally
- Be able to work flexible hours when needed and adapt to changing work schedules
- Be reliable and punctual
- Be willing and able to be mentored, and participate in training and other professional development opportunities, especially deemed relevant to the position

Do **YOU** have the education, skills, and competencies...

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- A University degree
- Minimum two years experience in administrative services
- Can demonstrate commitment to diversity, cultural sensitivity, and high-quality newcomer support
- Strong communication skills
- Proficiency in MS Office and database software
- Clean Criminal Record with Vulnerable Sector Search

NOTE: The above job description reflects management's assignment of the most essential functions of the job classification. It does not prescribe or restrict the tasks that may be assigned nor is it intended to be an exhaustive list of all responsibilities and activities required of the position.