

## York University

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

<b>Job Title:</b> International Student Advisor & Immigration Specialist <b>Faculty / Dept.:</b> York International	<b>Salary Grade:</b> E <b>Job Code:</b> 950358
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#### Job Overview

York International offers programs and services to over 10,000 international students, scholars, and those who have attained permanent residence status within the last five years. The programs and services support the transition to York University and Canada, create resilient and supportive communities to support student success in a welcoming and inclusive environment. Through our work, and in partnership with Faculties, Division of Vice Provost Students as well as other service providers, York International strives to ensure all students have an opportunity to actively participate in university life, find supportive communities and engage in activities that support their personal, academic and professional goals.

Under the direction of the Director, International Student and Scholar Services, the role serves as the key contact for providing information, supports and advises students and visiting scholars on Canadian immigration issues, including entry into Canada, study permit/visa applications of various types of work permits including off campus and post graduate permits, permanent residence and citizenship, taxation issues for foreign nationals and advocate on their behalf when necessary. Provides accurate, timely information to a diverse population and triage student referrals to other internal and external service providers. In addition, the role coordinates, provides services and advises refugees, domestic, and non-traditional or unique international student programs. The role plans, delivers and coordinates workshops to assist students with all relevant government regulations and policies related to Citizenship and Immigration to Canada. The role develops an embedded service delivery model to reach students in their respective academic homes. Develops and maintains essential immigration information for international students and ensure accurate and up to date immigration information for the website and related publications. Maintains expertise in Citizenship and Immigration Canada updates, news, program and policies and website navigation and share or report within the department and within the university. Function as the York University's expert on immigration policies and regulations for students. Liaises and collaborates with both internal and external partners to provide seamless and knowledgeable services and referral. Establishes an appropriate level of professionalism, developing partnerships both within and outside of the institution. Participates, collaborates and supports programs and events within the York International as appropriate, which may include attendance after hours. Participate in discussion and information sharing of the national Student Advisory network (SACE) and related Canadian Bureau for International Education (CBIE) activities or related immigration external professional associations.

## Key Responsibilities

- As a member in good standing with the Immigration Consultants of Canada Regulatory Council (ICCRC), provides well-informed expert immigration advice on federal and provincial immigration procedures and regulations such as Study Permit, Work Permit, Temporary Residence Visa, Co-Op Work Permit, Post-Graduation Work Permit, and Permanent Residence options etc.
- Coordinates and/or facilitates immigration workshops on topics such as Express Entry, Federal Skilled Worker class (FSW), Canadian Experience class (CEC), Federal Skilled Trade class (FST), Provincial Nominee Programs, US Visa Workshops, Post Graduate Work Permit, Co-op Work Permit, etc.
- Assesses individual student situations and makes appropriate referral to relevant on- and off-campus offices, , Counseling as well as Immigration, Refugee and Citizenship Canada (IRCC), Employment and Social Development Canada (ESDC), Canada Revenue Agency, etc.
- Provides immigration advice for non-traditional special program international students, such as International Visiting Research Trainees (IVRTs) involved in research, visiting students (e.g. Mitacs), inbound exchange students, and ESL Students.
- Works under the direction of the Director, ISSS to identify and interpret university and government policies to assist in resolving complex and/or complicated international student situations and provides a resolution where required (e.g. international students violating immigration policies, under Exclusion Order or Deportation Order, students under review, investigation and/or detention by the Canadian Border Service Agency, etc.)
- Advises international students on government policies and procedures such as Canadian tax return, Labour Market Impact Assessment (LMIA), Social Insurance Number (SIN), Canadian Labour Act, Tenant and Landlord Act, etc.
- Supports international students under crisis situations that might impact their legal status (e.g. personal nature such as hospitalization, serious mental health issues, students under criminal charges, students contemplating suicide, etc.) and liaise with offices such as the Registrar's Office, International Admissions, Housing Office, Counseling, etc. to assist in resolving issues related to specific international students.
- Oversees the development of York International's immigration related print and digital information for current and prospective students, and the broader York community.
- In consultation with the Associate Director International Student & Scholar Services, develops mechanisms to update staff/ faculty members in relevant areas with changes or updates to Immigration Consultants of Canada Regulatory Council (IRCC) regulations and procedures as they relate to international students.
- Develops the content, determines effectiveness, appropriateness and timeliness of immigration related information posted on the York International website, social media platforms and other digital engagement avenues.
- Develops and delivers workshops to assist new and continuing international students with all relevant government regulations and policies.
- Develops and maintains York International's essential immigration information for international students and ensures information is accurate and up to date according to Immigration Consultants of Canada Regulatory Council (IRCC) guidelines.
- Develops and delivers workshops to assist York University students with student visas applications, permits for study, and work abroad opportunities.

- Supports international student success and transition into, through and out of university in their advising, workshop facilitation and online engagement via website, social media and other platforms.
- Under the direction of the Director, ISSS, liaises with embassies, consulate offices, Immigration Consultants of Canada Regulatory Council (IRCC) Call Centre, Service Canada, Canadian Border Service Agency (CBSA) as required to provide seamless and knowledgeable services and referral related to individual student immigration issues such as Study Permits, Work Permits, and Temporary Residence Visa applications.
- Communicates with Immigration Consultants of Canada Regulatory Council (IRCC) and Ministry of Training, Colleges and Universities (MTCU) as necessary with respect to verifying international student status and their compliance with immigration regulations.
- Maintains strong contacts with key consular and embassy officials in the Greater Toronto Area and in the Ottawa area to stay updated on changes to immigration rules and regulations as they relate to international opportunities for York University students pursuing international opportunities.
- Participates in discussion and information sharing of the national Student Advisory network (SACE), Canadian Bureau for International Education (CBIE) and Association of Universities and Colleges Canada (AUCC) activities.
- In consultation with the Director ISSS, verifies and maintains international student status database and generates York University International Student Compliance Report to maintain the University eligibility as a Designated Learning Institute (DLI).
- Coordinates with other immigration specialist(s) and UHIP service provider within York International and works collaboratively with immigration specialists/advisors in other Divisions.

## Required Qualifications

### Education, Training & Credentials

University Degree and/or an equivalent combination of education and experience. Immigration Consultant Certificate (in good standing with the Immigration Consultants of Canada Regulatory Council (ICCRC) either as a Regulated Canadian Immigration Consultant (RCIC) or Regulated International Student Immigration Advisor (RISIA)) or Lawyers and Paralegals in good standing with a provincial or territorial law society required with a thorough understanding of immigration legislation, Immigration and Refugee Protection Act (IRPA) and its regulations (IRPR).

### Minimum Experience

Five years related experience and direct experience working with international students at the post-secondary level preferred. Experience in designing and conducting effective educational workshops. Experience in program development, implementation and evaluation. Experience in an intercultural environment either by working or living internationally, plus fluency in other languages (including Mandarin, French) other than English preferred. Experience in managing the development of publications is an asset.

## Knowledge

- Expert knowledge of Canadian immigration law, policies, regulations and pathways as they relate to international students, their partners and families. Employment and Social Development Canada (ESDC).
- Knowledge of existing and developing virtual communication methods, e.g. Skype, twitter and knowledge of virtual teaching platforms, e.g. Webinars and other technical resources for delivering quality services.
- Knowledge of University systems, structures, processes, and decision-making structures is an asset.

## Skills

- Ability to keep up to date with current and emerging immigration legislation and interpretations, best practices within the field of immigration and, ability to interpret immigration legislation, University policies and procedures.
- Demonstrated good understanding of transition issues related to international students and the type of support for them. Ability to work effectively with diverse communities of students and promote inclusion. Strong interpersonal skills and intercultural sensitivity. Demonstrated ability to structure and guide effective intercultural development.
- Excellent communication skills including written, and presentation skills.
- Excellent client service and customer orientation Must possess high degree of initiative, sound judgement and the ability to multi-task
- Demonstrated ability to work in a team providing an integrated service delivery, and commitment to student success and the capacity to handle a busy workload

## Summary of Work Environment

Office environment. Some international travel may be required. Works in an environment where there is frequent procedural change. Responds to time sensitive immigration issues where there is pressure to find a solution quickly. Sometimes provides information/explanation that may not be well received by students. Flexible and evening hours will also be required to meet high volume of student demand and/or travel.