

Job ID: #SCHII-24-01
Job Title: Case Coordinator & Administrative Officer
Department: Office of Human Rights and Equity
Campus: Thunder Bay, ON
Status: Full Time, Permanent
Job Category: Schedule II

Date Posted: January 11, 2023
Closing Date: January 19, 2023

Why Lakehead University?

At Lakehead University we challenge the conventional to provide a university experience that's far from ordinary. Your unique ideas will be respected and encouraged. Join our thriving academic community where you can make a real difference through innovation and collaboration.

Lakehead is a comprehensive University with a reputation for innovative programs and cutting-edge research. In 2022, for the third year in a row, Lakehead University was included in the top 100 of the Times Higher Education Impact Rankings. Lakehead is the highest ranked university in the world with under 10,000 students. Maclean's has once again included Lakehead University among Canada's top 10 primarily undergraduate universities in the magazine's 2023 University Rankings.

There is an opportunity for this job to be based out of Thunder Bay or Orillia, with the potential for hybrid in-person and remote work. Read more about the City of Thunder Bay [here](#) and read more about the City of Orillia [here](#).

About this Job

Lakehead University is seeking qualified candidates for the position of Case Coordinator & Administrative Officer (CCAO) within the Office of Human Rights and Equity. This position is ideal for someone who is passionate about promoting and protecting the human rights of students, employees and volunteers.

The Office of Human Rights and Equity ("OHRE") is an arms-length department within the University serving students, staff and Faculty. OHRE addresses complaints of discrimination and sexual violence, supports accommodations, offers training and education, provides advisory services, and performs policy work in furtherance of equity on campus. It oversees the implementation of Lakehead's Equity, Diversity, and Inclusion Action Plan, titled *Accessing Excellence Together*. See <https://www.lakeheadu.ca/sites/default/files/EDI%20Action%20Plan%202019-2024%20Accessible.pdf>

Reporting to the Director of Human Rights and Equity, the Case Coordinator handles all non-disability accommodations support for students, staff and Faculty. The Case Coordinator also handles human rights-related complaints. The Case Coordinator participates in education and training work across campus. Finally, the CCAO handles administrative work for OHRE. These are details of the work:

Human Rights & Accommodations Casework

- Conduct intake meetings with students, staff & Faculty
- Preliminary triage of complaints; provide appropriate referrals
- Case management, including determining next steps, adhering to policies and collective agreements, ongoing communication with relevant individuals
- Manage documentation related to file in accordance with privacy and other relevant requirements
- Report on case-related information for purposes of monitoring case management
- Depending on training, perform investigative work, conduct resolution meetings, or provide ongoing education or supervision

Human Rights Education & Outreach

- Develop and facilitate online and in-person training on OHRE services, human rights information, policies, targeted issues, etc.
- Develop and disseminate human rights materials and resources including brochures and posters
- Advance initiatives and represent OHRE through outreach and networking initiatives and support various committees and groups at Lakehead University relating to OHRE's mandate

Administration

- Support the Director; the logistical, administrative, and financial functions of the OHRE; and related events
- OHRE committee work and support

Skills and Qualifications

Required Competencies

- Experience working with under-represented groups; lived experience as a member of an equity-seeking community is preferred and a significant asset
- A post-secondary degree in Social Justice, Social Sciences, Business or other related fields OR equivalent experience working in human rights, equity, or conflict management
- A strong analysis of oppression and systemic barriers and understanding of the needs and rights of communities facing societal marginalization
- Strong communication and interpersonal skills including one-to-one support, team work, and presentations appropriate to various contexts, including cross-cultural
- Proven discernment and good decision-making, particularly in urgent situations
- Ability to manage stress, urgent timelines and high paced environments
- Ability to develop of curriculum and training for diverse audiences, particularly young adults
- Basic computer skills including Gmail suite, Microsoft office (Word and Excel), Access and other data tools

Desired Competencies

Education, training or experience in any of the following would be considered assets:

- Accommodations, human rights, or equity
- Conducting investigations

Employment Opportunity

- Policy Development
- Research
- Conflict management & resolution

Working Conditions

- Office environment

What do We Offer?

This position offers a competitive remuneration package including salary, comprehensive benefits package, life insurance, pension plan, and tuition waiver.

Lakehead University has a commitment to supporting employees and providing opportunities for flexible and diverse work arrangements. We are proud to share the [Alternate Work Arrangement Guideline](#) as a step to creating innovative schedules that work for our employees to promote a quality work-life balance. Please inquire with the hiring manager if this position is eligible for an Alternate Work Arrangement.

How to Apply

Interested applicants may apply by clicking on this link to [this Google Form](#) and attaching your cover letter and resume in word or PDF format.

If you are experiencing any issues with the Google Form, please email careers@lakeheadu.ca for assistance.

We appreciate your interest; however, only those selected for an interview will be notified. Lakehead University is committed to creating a diverse and inclusive environment and welcomes applications from all qualified individuals including women, Black and Racialized persons, Indigenous people, persons with disabilities and other equity-seeking groups. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority. This is in accordance with Canadian immigration requirements.

Lakehead University has an Equity, Diversity and Inclusion Action Plan 2019-2024 with a goal to recruit and retain a diverse workforce as measured by increasing representation of under-represented groups among applicants, candidates and hires. We encourage candidates to self-identify, if you are from an under-represented group, and prefer candidates with the knowledge, competencies and relationships derived from lived experience.

Given that the OHRE interacts with individuals in vulnerable situations who disclose health and identity information as well as experiences of sexual violence, and that OHRE is responsible for identifying and responding to safety issues, we require a vulnerable safety check before beginning work in this role.

Lakehead University is committed to supporting an accessible environment. Applicants requiring accommodation during the interview process should contact the Office of Human Resources at (807) 343.8334 or human.resources@lakeheadu.ca to make appropriate arrangements.