



Title: Health and Wellness Program Coordinator

Reports to: Student and Career Services Manager

Status: Coordinator

Department: Student and Career Services

Pay Range: \$19.90 - \$22.75 hourly

Full/Part Time: Full-time

Last Amended: June 2016

SUMMARY

The Health and Wellness Program Coordinator is responsible for acting as a contact point and resource for health and wellness related programs. You plan, coordinate and execute programs in collaboration with the Student and Career Manager. You are responsible for running and constantly evaluating a dynamic and versatile portfolio that is quick to change and adapt to student needs and wants, and address under-serviced populations. You provide guidance and administrative support to Student Chairs in the management of their respective Schools. Finally, you are the backup for the Student Health Plan Administrator when unavailable.

JOB DUTIES

Health and Wellness Programs

- Coordinate health and wellness related programs, including planning and execution
- Work with the Satellite Services Coordinator to develop and implement wellness services and programming across all BCIT campuses
- Liaise with appropriate BCIT departments to ensure proper delivery of events and programs
- Attend events as a representative of the Health and Wellness Program and develop, set up and staff health and wellness tables at events
- Coordinate BCITSA engagement and promotion of products, services, and resources for a variety of BCITSA departments at special events

Program Planning

- Identify areas of need within the Student and Career Services Department and contribute to the development of services and programs designed to meet student needs and wants
- Develop research and evaluation methods designed to assess and explore the needs and wants of BCIT students
- Maintain a thorough knowledge of all BCITSA programs in order to answer questions and coordinate events
- Coordinate all event logistics with Events Portfolio including setup, takedown and execution
- Register participants and conduct program-related meetings; Book rooms, equipment and catering
- Coordinate all aspect of the Gift of choice campaign from recruiting donors and families, to coordinating the distribution of the donations
- Coordinate Zen Lounge program, including planning and execution

Advocacy Campaigns

- Collaborate with Advocate in order to generate ideas for relevant Advocacy programming
- Collaborate with Events Portfolio and others to plan and execute successful campaigns
- Evaluate campaigns upon completion and adjust accordingly
- Collaborate with necessary internal and external stakeholders to ensure successful campaign execution

Support Student Chairs

- Assist student Chairs in their respective initiatives
- Provide administrative assistance for set and class representative meetings
- Collaborate with students to implement ideas and resolve issues brought up in meetings
- Plan and deliver Student Chair training sessions

Promotions

- Collaborate with Marketing and Communications Department in promoting programs and campaigns, including related calendar postings; monitor to ensure accuracy
- Run information tables for programs as needed
- Stay abreast of all programs

Student Health Plan Backup

- Act as a backup for the Student Health Plan Administrator when they are unavailable
- Provide detailed and accurate information, including policies and the process, and answer questions regarding the Student Health Plan
- Assist students in registering for their benefits card
- Assist and guide students in opting out of the plan
- Ensure that students are eligible for coverage and assist them in filing claims
- Process all forms and input into system
- Ensure that all intakes are properly informed of services including the opt-out process and levels of service
- Maintain all records and information with the strictest confidentiality
- Liaise with service provider as needed
- Mail benefits cards that students are unable to pick up
- Track student inquiries and report to the Student Health Plan Administrator

Evaluation

- Evaluate programs annually in terms of impact and value
- Recommend any adjustments or cancellations
- Survey program participants and volunteers and compile results; use data in evaluations
- Develop and maintain a program tiers system and ensure each tier has adequate representation
- Ascertain student populations that are under-serviced and develop remedies

Relationship Building, Networking and Communication

- Manage and cultivate authentic relationships with all staff, students and key internal and external stakeholders
- Attend internal meetings, committees, and both formal & ad hoc functions, as required to increase opportunities for the department and association as a whole
- Coordinate communications between all related parties for respective programs
- Liaise with appropriate BCIT departments to ensure proper delivery of programs
- Write prompt and authentic thank you letters to appropriate involved parties

Operational Duties

- Understand and follow all policies and procedures
- Maintain portfolio records, statistics and security

Financial Management

- Collaborate with Student and Career Services Manager in order to create program budgets
- Maintain program budgets; report fluctuations to supervisor
- Coordinate deposits and cheques with Accounting Portfolio

Other Related Duties

- Assist other staff with duties, especially when busy
- Other related duties as required

BCITSA Agent

- Maintain a professional and friendly demeanor when interacting with any internal or external stakeholders
- Understand and promote our mission and values naturally and know our basic history

Supplementary Information

- Attend all staff meetings and training sessions as required
- Requires some evening shifts

REQUIREMENTS AND ASSETS

Requirements

- Communication skills
- Relationship building skill
- Multitasking skills
- Customer services skills
- College diploma in related field
- One year of relevant experience
- Intermediate proficiency using Windows computers
- Intermediate proficiency using MS Office Suite

Assets

- Event planning skills