

Yukon University
Statement of Qualifications
Financial Aid Advisor

Position Title: Financial Aid Advisor

Location: Whitehorse, YT (Ayamdigut Campus)

Date: January 2024

Essential Qualifications (assessed in screening process)

Education and Training
Demonstrated Abilities

- Bachelor's degree in Social Work
- Experience with and understanding of Canadian post-secondary financial aid processes.
- Recent experience working within an educational environment using a Student Information System.
- Experience managing complex programs and projects including research, development, planning, and implementation.
- Ability to develop and deliver informative and impactful presentations and/or workshops.
- Experience creating new programs, policies, and procedures.
- Experience using MS Office Suite and Adobe
- Candidates with an acceptable combination of experience and education may also be considered.

Equivalency

Rated Qualifications (factors assessed through interview, etc.)

Knowledge of:

1. Territorial, Provincial and Federal financial aid policies, and processes;
2. Post-secondary student lifecycle from application to graduation;
3. Financial barriers students face while attending post-secondary;
4. University admission and registration policies and procedures;
5. Understanding of NACADA informed competencies as applied to Financial Aid advising
6. Trauma-informed approaches and training;

Able to:

1. Interpret, understand, and consistently apply legislation, rules, regulations, policies and procedures and to keep apprised of relevant updates or changes;
2. Provide information, guidance and assistance regarding First Nation funding, Canada Student Loans, provincial student loans, need-based bursaries, merit-based scholarships and related application and disbursement processes
3. Establish and maintain effective working relationships with Territorial, Provincial and Federal funding organizations and other related organizations;
4. Seek out student funding opportunities and develop partnerships in support of student aid programs;
5. Ability to deescalate
6. Ability to manage sensitive and highly confidential documents and personal information while maintaining confidentiality;
7. Answer complex questions and respond in a proactive, non-judgmental and empathic manner;
8. Work independently and manage competing priorities;

9. Conduct research and prepare reports on findings;

Personal Suitability:

1. Commitment to equity, diversity, inclusion, and the promotion of a respectful and collegial learning and working environment;
2. Strong team player, and desire to work within a diverse and busy team;
3. Excellent communication skills, both orally and in writing;
4. Ability to make decisions and act under pressure and tight deadlines;
5. Flexible and able to adapt to meet changing demands;
6. Strong attention to detail;
7. Excellent customer service skills;