**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Academic Coordinator **Job Number:** A-284 | VIP: 1369

**NOC:** 1221

**Band:** 8

**Department:** Social Work

**Supervisor:** Chair, Department of Social Work

**Last Reviewed:** July 6, 2022

**Job Purpose**

Reporting to the Chair of the Department of Social Work, assumes responsibility for all Department academic advising at the Peterborough and Durham campuses. Assumes responsibility for enrollment management and classroom timetabling on both the Peterborough and Durham campuses. Provides enrollment and course demand information to assist the Director in long-range planning. Assumes the responsibility for student liaison and governance, professional years’ admissions, and student program orientation. Provides support to the field education program, and to the Director regarding accreditation document preparation, program evaluation, policy development, and program improvement both in Peterborough and Durham.

**Key Activities**

***Advisory Responsibilities***

1. Responsible for all Social Work academic advising in both Peterborough and Durham. Responsible for sharing updates that affect all Social Work students across both campuses.
2. Interprets current and past University and departmental regulations and advises students on academic planning and the importance of developing a course plan to meet all requirements.
3. Handles all Departmental academic queries. Provides orientation advise to new Trent students around course selection, the visual schedule builder and registering in courses. Advises students on add deadlines, drop deadlines, letters of permission, and their options if they are having difficulties completing course work.
4. Liaises with College Academic Advisors, Trent International and with other University departments that provide student assistance and refers students to various University resources or opportunities if needed.
5. Maintains tracking list of waiver requests. Coordinates pre-requisite waivers. Monitors enrollment in classes and liaises with the Scheduling Office on both campuses on student enrollment issues. Problem solving timetabling conflicts, and waitlists.

***Course time tabling, Enrollment Management, Planning, and Admissions***

1. Under the supervision of the Director, is responsible for scheduling and timetabling on both Peterborough and Durham campuses, including tracking enrollments in sections and communicating with the scheduling office to ensure appropriate class sizes; Organizes timetable data for each campus in DCU timetabling software, screens for potential scheduling conflicts and works closely with the Scheduling Officers throughout the academic year regarding scheduling, enrollment monitoring, and trouble-shooting any scheduling issues for both Peterborough and Durham campuses.
2. Gathers course preference information, scheduling format information, and timetabling availability from faculty (TUFA and CUPE).
3. Liaises with Registrar’s Office in both Peterborough and Durham on scheduling requirements, sequencing, and options.
4. Monitors enrollment in classes and liaises with Registrar’s Office and Scheduling on student enrollment issues. Monitors waitlists and limited enrollment courses. In consultation with the Director approves pre-requisite waivers. Maintains database of course offerings and enrollments and prepares long-range forecasts of course demand for use by the Director in program planning.

***Student Support***

1. Helps to develop, support, and implement policies, processes, and nominations related to involving students in the governance of the social work program.
2. Coordinates the Professional Years (Third Year) September new student Orientation events.
3. Liaises with student representatives in the Social Work Society on each campus as well as committee representatives and students regarding student events.

***Communication and Public Relations***

1. Edits student handbook and other promotional material. Attends Open Houses and other recruitment events including orientation for year 1 and 2 students.
2. Provides content updates for Departmental website on both campuses.
3. Assists with Departmental events such as Accreditation, Social Work Week, and student Awards Ceremony.

***Field Placement Support***

1. In the absence of the Field Coordinator, acts as a point of contact for BSW placements.
2. Provides feedback on forms and documentation as required.
3. Assists the Field Education Coordinator with placement recruitment, and annual field instructor/supervision training including Blackboard, Orbus.
4. Assists the Field Coordinator with student Field Orientation including NVCI and ASIST training.

***Policy and Procedures***

1. Develops and maintains Departmental Academic Policy Manual for use by faculty and staff.
2. Contributes to Calendar Copy review and editing, ensures that Academic Planning Sheets are accurate and up-to-date and reflect any recent policy changes.
3. Member (non-voting) on the Departmental Curriculum Committee, Awards Committee, Department Committee and other committees as required.
4. Assists with development of new program initiatives.

***Other Duties as Assigned***

**Education**

Honours Bachelors Degree (4 years) preferably a BSW.

**Experience Required**

1. 3 years of administrative experience including 1 year of related undergraduate experience in a fast-paced environment requiring considerable multi-tasking.
2. Social work experience, or equivalent.
3. Ability to adapt to emerging technologies and new software. Strong computer skills especially Microsoft Office.
4. Demonstrated ability to maintain confidentiality.
5. Self starter with ability to work independently.
6. Able to be flexible with working hours and ability to travel between campuses with access to a vehicle.
7. Excellent writing/research/editing and organizational skills with demonstrated skills requiring sound professional judgement, problem-solving, policy interpretation, accuracy, and attention to detail.
8. Demonstrated time management skills with the ability to work accurately and effectively in stressful conditions with competing deadlines, tight deadlines, frequent interruptions and changing priorities.
9. Demonstrated planning skills to coordinate his/her own work and that of others and the ability to work co-operatively, exercising tact and diplomacy with various university and community stakeholders.
10. Strong writing, editing, evaluation, and feedback skills and experience.

**Job Evaluation Factors**

**Analytical Reasoning**

High level of analytical reasoning e.g., assessing student issues and creating supports, contributing to the advancement of program policies, and taking initiative in engaging students and community partners in program consultation and governance.

**Decision Making**

High level of freedom and independent thinking (e.g., planning and supporting student orientation, groups, and events.)

**Impact**

Essential to the program, the key position for supporting and providing direction to all students, particularly those requiring accommodations due to disability, extenuating circumstances, transfer credits, etc. Given that this is an accredited program, it is essential that every student has met all of the accreditation requirements. This position is the oversight for that.

As coordinator of an accredited program, admissions processes, recruitment initiatives, timetabling, engagement of community partners and students, and program evaluation (including data management and statistics) are imperative to the success of the program.

**Responsibility for the Work of Others**

Direct Responsibility

Event Volunteers (as required)

Indirect Responsibility

Students

**Communication**

Internal:

* **Students** – Advising - respond to questions ranging from course selection, dropping a course, deadlines, and course planning
* **Faculty** - to consult with them (courses, scheduling, student records, curriculum)
* **Academic Advisors** on both campuses – share updates to Program information and timetabling issues. Forwarding student who need help with a petition
* **Scheduling both campuses –** timetabling in the DCU, course is full and needs a waitlist or larger room, ensuring blocks are set up so courses with that block run conflict free
* **Registrar’s Office –** note on student record re substitution of course to meet requirements for major
* **Admissions & Recruitment** – share and obtain relevant information concerning Open House events, prospective students, transfer credit pathways, enrollment in certificate programs, and limited enrolment caps for coops
* **Student Accessibility Services**-

External:

* Ontario College of Social Workers and Canadian Association of Social Work Education, OASW, and CASWE to liaise, research, and interpret standards of practice as they relate to practicum and accreditation requirements and protocols and to learn about registration criteria for consulting purposes
* General Public- answers questions, refer to appropriate individuals
* **Parents/Future Students** – provide general information regarding programs, as required
* Potential Students Applicants, to assist in recruitment activities and promotion

**Motor/ Sensory Skills**

* Fine Motor Skills/Dexterity – keyboarding, data entry, database management, accuracy very important, speed important, ability to jump from task to task due to competing priorities
* Coordination – filing, organizing opportunities
* Hearing and touch – responding to student, host agency and faculty queries, computer use, responding to telephone and people in the office
* Sight – computer use, reading various reports and data, different computer software, multiple screens

**Effort**

**Mental**

* Multiple competing demands and deadlines, changing and conflicting priorities
* Long periods of visual attention and sustained concentration required – could spend full day with half hour student appointments and need to provide same focus and attention to each student even though content is repetitive; or could spend full day editing job postings, Blackboard and databases
* Inputting, proof reading to verify accuracy and completeness of data, compiling information from various sources, database management, reviewing academic summaries, requirements for major or degree
* Frequent interruptions and distractions, continuous re-prioritization of work
* Attention to detail and accuracy very important
* Ability to work under pressure in a complex work environment

Physical:

* long periods of sitting at desk on computer keyboarding or meetings with students and community partners
* some standing at open houses/fairs
* visual attention and concentration
* pressure to meet deadlines

**Working Conditions**

**Physical**

* Neck, back and eye strain – sitting for extended periods, extensive computer use
* Occasional travel for sites visits and to the Durham campus
* Fatigue, frequent interruptions, multiple priorities

**Psychological**

* Student complaints – denied pre-req waivers, course conflicts, did not get their preferred placement agency, or not able to graduate on time
* Multiple competing demands and conflicting work priorities – often advising and placement are both very busy at the same time; internships/placements/co-ops with similar recruitment cycles
* Time sensitive deadlines – timetabling, placements, and advising
* Disgruntled and angry students, parents, faculty, or host employers
* Frequent interruptions
* fast paced, stressful, complex job expectations
* Confidentiality - working with sensitive student academic or partner agency information
* Repetition, placements offered fall, winter, summer, just finish one cycle then its time to start the next cycle, advising but each student must be given same care and direction