#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Clinical Placement and Academic Administrative Assistant

**Job Number:** A-450 | VIP: 1764

**Band:** OPSEU- 6

**Department:** Trent/Fleming School of Nursing

**Supervisor Title:** Manager, Clinical Learning / Manager, Trent/Fleming School of Nursing

**Last Reviewed:**  August 9, 2022

#### **Job Purpose:**

Dual reporting to the Manager, Clinical Learning and Manager, Trent/Fleming School of Nursing and with guidance from the Placement and Academic Coordinators and the PN to BScN Site Manager, the Clinical Placement and Academic Administrative Assistant performs a range of administrative services to support the clinical placement and academic processes at both the Peterborough and George Brown sites.

The incumbent assists with the organization of the clinical placement and academic processes. These processes may include communicating with agencies, faculty personnel, students, and recognizing and solving placement conflicts in consultation with the Manager, Clinical Learning and the Placement Coordinators. The Clinical Placement and Academic Administrative Assistant is also a primary point of contact of the TFSON in regards to Non- Academic Requirements at the GBC site. This includes liaising with Synergy Gateway to verify that students and clinical instructors meet all contractual health and safety requirements (CPR, immunization, criminal record checks, mask fit testing, etc.) before attending all clinical placements.

The incumbent provides effective and efficient services; they are expected to provide timely service to clients, maintain confidentiality, and use diplomacy and tact regarding internal and external relations.

#### Key Activities:

# Administrative Support for Clinical Placement Coordination:

* Enters, organizes and tracks clinical placement requests for Nursing Programs into the HSPnet database in collaboration with the Placement Coordinators
* Enters and edits information in the HSPnet system, including updating course information, establishing new cohorts for all programs, and ensuring accurate faculty and student lists.
* Liaises with organizations to confirm placement details and student/instructor orientation and onboarding processes.
* Prepares and distributes appropriate forms and request sheets
* Distributes agency orientation and requirements information to students and faculty.
* Triages instructor and student queries re: clinical placements and forwards any unresolved issues to the appropriate persons
* Prepares insurance requests.
* Identifies and addresses overlaps in clinical placements.
* Runs reports and disseminates information as directed.
* Tracks affiliation agreements and assists with the signing process at Trent University. Reviews and maintains affiliation agreements with placement sites and acts as a liaison in collaboration with the Placement Coordinator for legal liability, liability insurance coverage, WSIB agreements (Work/Education Placement agreements) and authorizing signatures. Consults with university legal counsel and risk management as needed
* Prepares group and schedule information for receiving agencies each term.
* Creates, maintains, and updates electronic databases for documents and mailings.
* Maintains complete records and non-record filing systems for all required documentation (insurance, WSIB) related to organizational liability associated with clinical placement agreements ensuring FIPPA, HSPnet and university confidentiality standards are met, including archiving and retrieval of documents.
* Assists in developing infrastructure and maintaining an electronic database and hard-copy filing system for information about students, instructors and placement partner sites
* Prepares correspondence of a confidential nature, as directed, including preparation and distribution of preceptor appreciation material.
* Books appointments for the Placement Coordinators, as required.
* Attends all Placement team meetings and other departmental meetings
* Assists with the invitations to Student Poster Presentations
* Collaborates with all Clinical Placement team members to develop and maintain an annual cycle plan for the role
* Participates in the planning and organizing of cyclical activities associated with clinical operations, e.g., orientation sessions, preceptor workshops, professional development events and student recognition events and activities, Nurses Week events,
* Maintains a tracking system to ensure clinical placement requests are finalized, in a timely manner, by completing follow-up calls to placement providers as required.
* Works with the Placement Coordinators to ensure accurate entry of requests.
* Liaises with the Office of Risk Management, Student Health Services, and Occupational Health Departments at practicum sites and faculty to follow up on student injury, exposure to infectious diseases, and WSIB forms (if applicable). Reviews the particulars of the incident and applies established protocols and policies to the situation—updates reporting forms as needed.
* Notifies students and clinical of the individual's responsibilities concerning the affiliation agreement such as confidentiality forms, certification of health and immunization requirements, additional agency-specific health requirements, orientation and computer training;
* Develops and maintains Blackboard clinical planning sites for practicum courses; communicates placement data and other relevant information as required.
* Attends multi-day training sessions on HSPnet and maintains currency with the system, including ongoing training as new modules are released;
* Designs and maintains forms for student practicum requests and incident reporting. Posts forms and guidelines on Blackboard and or other appropriate sites/ databases
* Coordinates room bookings for clinical orientation sessions, computer training etc.
* Review and submit CHUBB and CEWIL data to Risk Management
* Submit resumes and pre-placement information to agencies as required
* Provides support to the Placement Coordinator for the IEN program
* Ensures a safe and healthy work environment by complying with the university health and safety policies, standard practices, and programs in keeping with occupational health & safety legislation and regulations.
* Attends an in-person meeting at the Peterborough Campus monthly.

# Administrative Support for Non-Academic Requirements:

* Primary contact for NARs at the School of Nursing at the GBC site.
* Liaises/collaborates with Synergy Gateway or other NARs verification systems
* Varifies that students meet all contractual health and safety requirements (CPR, immunization, criminal record checks, mask fit testing, etc.) before attending clinical placements or ensures there is an approved plan in place to maintain contractual responsibilities
* Work with Synergy Gateway (or other NARs verification agency), students and clinical faculty and instructors to ensure they understand the non-academic requirements for clinical placements, including responding to queries
* Informs the Manager, Clinical Learning of all students and clinical instructors who have failed to meet deadlines for meeting NARs
* Completes clearance letters and Occupational Health and Safety forms for students entering into clinical practicum.
* Advises the Manager, Clinical Learning of students with positive results.
* Collaborates with the Clinical Placement team to maintain and revise all forms related to NARs
* Tracking of non- academic requirement expiry dates on a weekly basis
* Coordinate semiannual Police Check Clinics with local police detachment
* Create Immunization Summary Letters for students
* Completes clearance letters and Occupational Health and Safety forms for IEN students
* Collaborates with the Placement team to maintain current NARs content in:
* TFSON Website
* BScN Student Intranet site
* BScN Student Handbook
* TFSON Instructor Handbook
* Student orientation materials

**GBC Site Administrative and Academic Coordination Assistant Needs/Duties**

# Academic Coordinator Support:

* Screens academic advising emails to identify students whose questions and concerns can be dealt with by the administrative assistant and refers those that cannot to the Academic Coordinator.
* Student contact person for the PN to BScN program
* Coordinates academic advising and student support for students in the PN to BScN program under the guidance of the Academic Coordinator
* Arranges appointments for the Academic Coordinator.
* Interprets academic policies and procedures for students
* Supports Academic Coordinator and PN to BScN Program Manager in coordinating and delivering departmental student support programming for the PN to BScN program; including student orientation session and student fora.
* Works closely with Academic Coordinator and PN to BScN Program Manager to support scheduling of PN to BScN courses at George Brown.
* Supports the Academic Coordinator in the development and maintenance of the BScN Intranet site. Ensures current policies, procedures and accompanying forms are accessible to students.
* Supports the Academic Coordinator in planning, organizing School open houses and site visits.

# Administrative Support:

* Initial contact person for all visitors, correspondence and telephone inquiries directed to the Trent/Fleming School of Nursing Office at the George Brown College site; assess, handles and/or redirects these communication sources. specifically provides support to students.
* Posts information e-mails for faculty/staff and students to Blackboard.
* Schedules/books meetings rooms and space at the George Brown College site.
* Orders and maintains office and teaching support supplies at the George Brown College site, working closely with Finance and Personnel Coordinator with respect to available budget.
* Responsible for booking, general maintenance and tracking of equipment and related supplies at the George Brown College site, and provides information required to office administrative assistant for required inventory lists.
* Coordinates shredding and printing requests made by TFSON staff and faculty located at the George Brown site.
* Assists in the organization and scheduling of practice Exit exams at the George Brown College site.

# Other

* Acts as back-up to other support staff as needed during peak periods and absences,
* Other related duties as assigned.
* Collaborates with all Clinical Placement team assistants

#### Education Required:

College Diploma (2 year) in Business Administration, Office Admin-Health Services or related field.

#### Experience/Qualifications Required:

* Minimum three years of experience in client service and administrative work in a busy environment with diverse people and exposure to unexpected situations/requests; experience with developing and maintaining a database and ongoing database management.
* Experience with problem-solving, conflict resolution and maintaining the confidentiality of sensitive information.
* Demonstrate proficiency in the use of Microsoft Office, especially Outlook and Excel.
* Demonstrate high-level organization and time management skills; ability to prioritize work.
* Must be able to carry out a client service approach and balance tasks with frequent interruptions and requests for assistance.
* Demonstrate excellent English, oral and professional written communication skills.
* Demonstrate effective interpersonal skills and the ability to work independently and as part of a team.
* Accuracy and attention to detail in collecting information and preparing documents and reports.
* Ability to work in an environment where diversity of people and situations are encountered.

#### Supervision:

* Potential for leadership of TSWP employees
* Guide by helping new staff to adapt to the work environment or orienting others to work processes and methods on an ad hoc basis.

**Job Evaluation Factors:**

Managers are requested to fill out the section below for job evaluation purposes.

##### Analytical Reasoning

*Indicate degree of complexity or difficulty of thinking and reasoning required by the job. Provide a relevant work example that is typical of roles and responsibilities of the job (i.e. not an occasional duty).*

* There is a large degree of independent action required
* Interprets information received (from direct and indirect sources) to identify immediate and long-term concerns of students in regards to placements and non- academic requirements, in order to make recommendations on solutions.
* Ability to analyze program information such as survey outcomes, placement feedback, non-academic requirements needs
* Submit information in regards to CEWIL and CHUBB to Risk management.
* Follow up on student injury, exposure to communicable diseases and WSIB forms (if applicable). By reviewing particulars of the incident and applying established protocols and policies to the situation. Update reporting forms and tracking system as needed.
* Prepare insurance request based on affiliation agreement requirements
* Maintains file system with the most up to date information, related to organizational liability associated with clinical placement agreements, and ensure all FIPPA, and university confidentiality standards are met.
* Notifies relevant personnel of responsibilities in relation to the affiliation agreement such as confidentiality forms, certification of health and immunization requirements, additional agency-specific health requirements, orientation and computer training

*Occupational Health and Safety Forms:*

Students enrolled in pre-consolidation and consolidation clinical practicums may be required to complete Occupation Health and Safety Forms (e.g. Approx. 15 students were placed at William Osler; this placement has a four page immunization and communicable disease form that needs to be completed prior to the start of placement).

Impact:

1. Non-completion of these forms would be in violation with our affiliation agreements and hospital/ agency surveillance protocols. This would have significant consequences for our fourth year students; they would be ineligible for clinical placement, which would result in missing a term of school and delaying their graduation.
2. As mentioned it would violate the affiliation agreement which would likely result in the termination of that agreement and the elimination of that clinical placement (community partner).

*Removal of Students from Clinical Placement and Associated Theory Classes:*

1. Tracking of non-academic requirement expiry dates and term due dates.
2. Determining student eligibility for clinical placement based on obtained medical records, serology, mask fit testing; model size, number and expiry date, CPIC expiry date and clearance, CPR certification dates, etc.
3. Notifying and informing program coordinators for each clinical group which students are ineligible for clinical placement and require removal from the course and associated theory courses.

##### Decision Making

*Indicate the degree of freedom to exercise initiative or act independently in making day- to-day decisions. Provide a relevant work example that is typical of roles and responsibilities of the job (i.e. not an occasional duty).*

* Ability to work both independently and co-operatively as part of a high functioning and professional team.
* Excellent and demonstrated organizational skills, including demonstrated ability to coordinate, orientation, onboarding and placement clearances.
* Investigates incidents, resolves concerns, decides upon, and assigns student outcomes alongside placement coordinators.
* Develops informal resolutions with students/agencies as required.
* Utilizing guidelines provided, responds to student crisis situations and make appropriate decisions or referrals.
* Independent thinking required in exercising personal initiative to partner with other departments and faculties at Trent University.
* High level of freedom to act independently to coordinate with Synergy Verified, implement NAR requirements related to placement clearance,

The Clinical Placement Assistant must be knowledgeable regarding each placements policies and protocols surrounding these requirements; examinations, immunizations, mask fit testing requirements, etc. and must ensure that each student meets each placements non-academic requirement before entering into practice eg. Although public health states that individuals are only required to have a two-step Tb skin testing once in their lifetime; CAMH, one of our placement agencies requires that all students must have a current two step Tb skin testing within 24 months of the start date for clinical. If a student does not meet these requirements, the Clinical Placement Assistant must work with the student, placement agency etc. to ensure the requirements are met, prior to the clinical start date.

Impact:

1. Risk of removal from clinical for student (which can impact successful completion of clinical semester and associated theory courses)
2. Health Risk: Lack of compliance with these surveillance protocols can place the nursing students are at risk of exposure to communicable diseases because of their contact with patients or material from patients with infections, both diagnosed and undiagnosed. Optimal immunization for health care students will not only safeguard their own health but may also protect patients from becoming infected by a nursing student.

*Police Checks including Vulnerable Sector Screening:*

Based on our affiliation agreements, the Trent/Fleming School of Nursing (SON) requires that students obtain a criminal reference check with vulnerable sector screening on a yearly bases. The Clinical Placement Assistant is responsible for completing required student documentation, communicating and applying for contracts with various police detachments, and tracking, reviewing and reporting the CPIC results.

Impact:

1. Maintaining contracts and community partnership with city and OPP police detachments throughout the province (including nationally and globally. Failure to renew contracts and maintain working relationships with police services could result in police detachments stopping this service to the SON. This would impact our students by making them ineligible for clinical placement and associated theory courses.
2. Tracking of CPIC expiry dates using Synergy: General reminders of due dates are posted on the Blackboard and Synergy. Student's failure to comply with expiry dates and non-academic requirement due dates (term due dates) results in the student's ineligibility to start a clinical placement and associated clinical theory classes and removal from clinical placement should documents expire during the semester.
3. Positive Police Checks or Vulnerable Sector Screening: Clinical Placement Assistant receives a list of student placements. Contact is made with the placements agency to disclose that a student placed at that agency, facility or hospital has a positive CPIC (students name is not disclosed – student confidentiality). The policy of the agency, facility or hospital surrounding this issue is adhered to e.g. Peterborough Regional Health Care Centre; Clinical Placement Assistant would contact the nursing student and advise the student that they need to make an appointment with the manager of Human Resources, the contact information would be given to the student so the student could initiate this meeting. Once the meeting has occurred the Manager or Associate from the hospital contacts the Clinical Placement Assistant and discloses whether the student can or cannot continue with that placement. If the student is ineligible for placement a meeting would occur with the placement coordinator, program coordinator (and/or the Dean of Nursing) to discuss ineligibility for placement.

##### Impact

*Indicate the impact or consequence to the department or University of typical actions or decisions taken by the job incumbent. Provide a relevant work example that is typical of roles and responsibilities of the job (i.e. not an occasional duty).*

* This position requires an outgoing, sincere personality; a high level of energy; and superior skills in the provision of excellent customer and/or student services.
* Ability in a variety of settings, exercising tact, diplomacy and patience, often in stressful situations.
* Failure to build strong community may impact student retention, satisfaction and institutional reputation.
* Failure to respond appropriately to student crisis and conduct situation may result in severe or imminent safety risks to the students and the community.
* Responsible for positively representing Trent University with the clinical placement agencies. Negatively representing Trent University endangers the institutional partnerships, as well as Trent University's reputation.

*Affiliation Agreements:*

The Trent Fleming School of Nursing has approx. 400 affiliation agreements (community, hospitals and long term care facilities); most of these agreements clearly outline student non-academic requirements and placement expectations.

Impact:

* Failure to track and ensure that students are meeting their requirements would elicit the loss of affiliation partners; which would impact our availability of diverse clinical placements and it would tarnish our working relationships with our community partners and the reputation of the School of Nursing (and Trent University). Loss of partnerships would also impact the number of student enrolment into the nursing program.

##### Responsibility for the Work of Others

*Indicate whether the incumbent is directly or indirectly responsible for the work of others. Provide the title of the position(s) as well as an example of how the incumbent is responsible for the work of others on a daily basis. Specifically, indicate whether the position has responsibility for hiring and supervision of student workers.*

**Indirect Responsibility**

* Remind Academic and Placement Coordinators, Faculty, clinical and sessional instructors of important administrative and academic deadlines
* Remind Dean, faculty and instructors of important administrative, reporting and NAR deadlines.
* Responsible for ensuring all affiliation agreements, insurance certificates with external agencies remain up to date
* Direct contact person for Synergy Verified. If there are any issues regarding platform, the Clinical Placement Assistant is responsible for working with Synergy to rectify the situation
* Responsible to track all NARs information provided by Syerngy Verified to ensure all nursing students NARs remain current and accurate.
* Guides other staff in regards to responding to NAR inquiries,

##### Communication

*Indicate the title(s) of individuals internal and external to the University that the incumbent communicates with on a regular basis. Provide a brief description of the purpose for communicating with these individuals*

**Communication**

Internal:

* Placement Coordinators – Assist in placement process (survey set up, drop in scheduling, orientation, onboarding, computer training etc.) and consult with them regarding agency requirements each term
* Manager, Clinical Learning – direct supervisor, notify when students/clinical instructors have not met requirements and other issues regarding Non Academic Requirements
* Undergraduate Students – advise of confirmed clinical placement, respond to inquiries of many different degrees, and follow up with outstanding NARs, onboarding, orientation, computer training, and main point of contact regarding non-academic placement requirements in relation to letters of agreement, confidentiality forms, certification of health and immunization, criminal record checks, additional agency-specific requirements, orientation, and safety
* Course Instructors – organization of clinical course information
* Program Coordinators - notify when students/clinical instructors have not met requirements and other issues regarding Non Academic Requirements, other placement related issues
* Clinical Instructors – clinical course orientation, NAR requirements, onboarding, placement groups etc
* TFSON HUB – provide projections for CPR, Mask Fit, NVCI needs, organize computer training, organize lab information etc.
* Department Secretary – services to students
* Academic Coordinator – provide information in regards to clinical orientation dates, NARs etc
* Office of Risk Management – incident reporting, Experiential Learning working group, provide data for CHUBB and CEWIL
* Cards office – organization of students ID and Clinical badges
* University Secretary and Provost – reviewing and signing of affiliation agreements
* Participates in departmental and university meetings as required;
* Provides point-of-contact for students, agency hosts and faculty regarding placements and internships;
* Liaises with placement officers from other departments
* Participates in placement meetings as required;

External:

* Synergy Verified – to ensure all information for students is accurate and up to date, for clearance in accordance with the affiliation agreement
* Clinical coordinators from other educational institutions throughout the province, human resources and management staff at placement agencies (e.g. medical directors of hospitals, nurse managers, executive directors of non-profit agencies, director of long term care facility, regional coordinator of health region), support staff at placement agencies, computer programmers at various sites, and the HSP net support network.
* Liaises with sites as per needs of the programs and/or requests of students, through telephone, email. Provides agencies with updated information re: course syllabi, course objectives, relevant forms and assessments;
* Occupational Health Departments at practicum sites
* Current and prospective students and parents - acts as a resource
* George Brown College – in regards to students in Trent's Post-bridge RPN to BScN program
* Various police detachments across the country and internationally to coordinate criminal record and vulnerable sector screening searches annually for all students and clinical faculty
* Affiliation agreement partners; SON has approx. 400 affiliation agreements. Clinical Placement Assistant collaborates with these partners and SON placement coordinator in ensuring the surveillance protocols are met for each placement agency.
* Future students and parents during recruitment events, new student advising activities and general inquiries

*Contacts:*

* Importance of working relationships with contacts. Working relationships and providing requirements to our community partners is significant in maintaining/complying with our working affiliations for clinical placements.

##### Motor/ Sensory Skills

*Indicate the level of proficiency or precision in motor or sensory skills required by the job. Examples include but are not limited to: small/large movement to operate machinery; coordinated movement; equilibrium to maintain balance; dexterity to grasp, move, assemble objects or operate equipment; hearing, sight, touch, smell, taste. Provide a brief description of tasks performed that require motor/sensory skills.*

**Motor/ Sensory Skills**

Motor Skills:

* Fine Motor Skills – Data entry via keyboard, mouse, scanner, digitizer
* Dexterity – Word processing, data analysis,

Sensory Skills:

* Hearing – Responding to student and faculty queries
* Sight – Reading various reporting data, i.e. colleague generated reports as well as faxed, email

##### Effort

*Indicate the physical and/or mental demands of the position in the ordinary course of performing the role. Examples include but are not limited to: lifting, moving, carrying, pushing/pulling, reaching, kneeling, remaining motionless, sustained concentration or focus. Provide a brief description of the tasks performed that are physically and/or mentally demanding.*

This position is a highly mentally demanding job that requires a singular concerted effort in high performance for short periods during for example, the 6 weeks prior to the start of each term. A high performance of sustained concentration and clear thinking while processing a large volume of data in short periods is required. Sitting for extended periods and ignoring distractions are an important function of this job.

Mental:

* Multiple competing demands, deadlines – current needs and upcoming deadlines
* Daily analysis and synthesizing of Data; interpretation and decision making surrounding results
* Long periods of visual attention and sustained concentration
* Input and verify accuracy and completeness of data, compiling information from various media into database with frequent interruptions.
* Sustained concentration - proof reading, compiling data, constant interruptions
* Ability to multi-task when required
* Coordinates training events and re-certification classes.
* Transcribing and entering large quantities of medical data
* Assisting students in coordinating (prioritizing multiple requirements) so they can accomplish requirements simultaneously or in a timely manner.
* Coordinating meetings with clinical agency staff to discuss Non Academic Requirements for each facility maintaining currency with trends in healthcare.
* Disclosure of positive police record checks or vulnerable sector screenings with placement facilities and adhering to placement polices.
* This position does require the Clinical Placement Assistant to inform Placement Coordinators, Program Coordinators and Dean, to remove students before entering into a clinical placement (which makes them ineligible for associated theory classes). Removal from a clinical placement and associated theory course will result in the student needing to reapply at a later term for these courses.
* Responsibility for errors: Potential errors in judgement or action could results in a student entering into a clinical setting without proper immunization or completion of non-academic requirements (risk to student and risk to placement agency/patients/staff, etc.)

Provide support for approximately 1671 placements annually at PTBO site

Support Placement Coordinator (GB Site) for approximately 433 placements annually

Provide support for approximately 40-50 IEN students (group and independent practice placement =100 placements/year

Physical:

* Light to moderate lifting
* Little physical effort, mostly sitting with some standing and walking
* Visual attention and mental concentration
* Ability to respond to deadlines and work under pressure
* Bending/Kneeling - Filing
* Walking, climbing - Photocopier, Printer, Meeting room(s), faculty offices
* Standing/stretching - photocopying, filing, shredding, Reach upper shelves in office
* Upper body strength - Moving and setting up equipment, boxes of archives files and recycling

##### Working Conditions

*Indicate any physical and psychological conditions of the position that make the job unpleasant, disagreeable and/or hazardous to health and well-being. Describe the nature, frequency and duration of exposure.*

This job has clear high stress times during yearly operations. As the first point of contact for non-academic requirements and placement support, this position requires a calm and professional approach in responding to these high stress conversations. Quick deadlines and information deadlines require excellent time management skills and effective prioritization of inquiries. Conflicting work demands from placement coordinators, program coordinators and placement agencies, reporting deadlines and urgent requests need constant attention. Ongoing requirements and time pressures are constant in this position. Must be flexible to drop one task (leave uncompleted) to try to complete another. Must be able to do or be aware of several situations, problems, projects at the same time.

Mental:

* Sustained concentration - proof reading, compiling data, constant interruptions
* Ability to multi-task when required

Psychological:

* Constant interruptions - Walk in (students, faculty, public), telephone
* Agitated students - Student not understanding complexity of clinical requirements. Students in crisis, who have not enrolled in course
* Stress Resolution - Picking up on emotional stress of students and co-workers to alleviate a potential situation
* Multiple competing demands - Nature of the work results in unavoidable busy periods.
* Confidentiality - Working with sensitive academic/student/partnership situations
* Failure to arrange appropriate, timely clinical placement - Problems and delays in securing a placement could affect the student's ability to complete their program in an effective and timely way.
* Failure to initiate contract between institutions and agencies - Agencies, other institutions and the College will incur an increased risk of liability.
* Failure to maintain positive working relationships with placement agencies - Damage to the reputation of the Trent/Fleming School of Nursing and Trent University; increased difficulty in securing placements for students.

Environment:

* + Students can become very distraught over receiving information that they are being removed from their clinical placements. They are frustrated, irritable, tearful, upset, angered and can become very argumentative. This types of environment requires professionalism in assisting the student, and sometimes requires defusing the situation.
  + Conflict management skills are required in this position;
    - Developing effective working relationships with the students
    - Recognizing the source of conflict
    - Developing strategies for dealing with these types of situations
    - Understanding the reactions
    - Effective communication and listening skills
    - Assisting the students to identify resources and services available to assist them.

Physical:

* Bending/Kneeling - Filing
* Walking, climbing - Photocopier, Printer, Meeting room(s), faculty offices
* Standing/stretching - photocopying, filing, shredding
* Standing/stretching - Reach upper shelves in office
* Upper body strength - Moving and setting up equipment, boxes of archives files and recycling
* Fatigue – frequent interruptions, continuous re-prioritization of work
* High Traffic: The office is a high traffic area; during peak periods there's a constant back log of students waiting for consultation and assistance with non-academic requirements
* Noise: Students are waiting in the hallway; the noise levels can become very loud. The student lounge is located outside of office; during lab sessions large number of students gather in the lounge creating peeked times of increased noise.
* Temperature, air quality, lighting and cleanliness: the office is located in a brand new building – no issues in this regard.

Psychological:

* Volume - peak periods throughout the year, extended hours of work during those periods.
* As noted above, students can become very distraught over receiving information that they are being removed from their clinical placements. They are frustrated, irritable, tearful, upset, angered and can become very argumentative. These types of environment require professionalism in assisting the student, and defusing the situation. This type of an environment can be very taxing; both emotionally and physically exhausting.