#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Admissions Officer, Nursing

**Job Number:** A-144 | VIP: 1337

**Band:** OPSEU-8

**Department:** Recruitment & Admissions

**Supervisor Title:** Manager, Admissions

**Last Reviewed:**  December 6, 2023

#### **Job Purpose:**

Under the supervision of the Manager, Admissions and the general direction of the Manager, Recruitment, the Admissions Officer, Nursing is responsible for developing, implementing, and maintaining a systematic approach for recruiting and admitting prospective students to all streams of the nursing program to ensure the enrolment management goals of the nursing program are met. As the key assessor and evaluator of domestic and international undergraduate applications to all streams of the nursing program, as well as transfer credit assessment, the incumbent communicates admissions related information to both internal and external audiences. Works collaboratively with the dean of the Trent/Fleming School of Nursing and other leadership staff to build partnerships and awareness about the nursing programs. This position is fast paced due to the high volume of interest and applications. As a result, the incumbent will be required to process admission files in a timely, accurate, consistent, and equitable manner.

#### Key Activities:

##### Recruitment

* Markets Trent by establishing relationships with prospective students and the guidance community by communicating information regarding admissibility to all streams of the nursing program, the receipt of financial aid, scholarships, housing, and other services which act as major factors in the choice of a post-secondary institution.
* Implements the University’s program’s recruitment strategies by representing those qualities about Trent that will ensure the interests of both potential students and the University are being met. This is partially accomplished by representing the Trent/Fleming School of Nursing (TFSON) during events at colleges and universities throughout Ontario and Quebec, during which presentations are made with groups of prospective students, program coordinators, parents, and others.
* Reports on trends in post-secondary education; develops and maintains a networks of contacts and resources in the colleges and universities to provide feedback to those responsible for policy development and the setting of nursing recruitment priorities for the University.
* Collaborate with the Enrolment Advisors regarding travel schedules to maximize cost efficiencies.
* Participate in University recruitment, conversion, and transition activities such as Open House, Tours Plus, and the Scholars dinner.
* Plan, organize, and participate in the presentation to George Brown Bridge certificate students in collaboration with the George Brown RPN Bridge to BScN Program Coordinator.
* Meet with potential students to consult, guide, and evaluate documentation; to discuss options for obtaining admission requirements.
* Handles external and internal inquiries from prospective students and applicants regarding aspects of the nursing programs, the application process, procedures, deadlines, admission status and related requests for information.
* Provides input into the development of recruitment and admissions materials and publications both in print and online.
* Responsible for updating and creating website content for Nursing admissions and Future Students.
* Communicate with the Dean of Nursing to maintain extensive knowledge of, and develop market research on nursing programs, offerings, and opportunities.
* Act as key contact for Enrolment Advisors involved in fielding enquiries and provides updates and training regarding nursing programs as needed.

##### Admissions

* Conduct timely and accurate evaluations and make admissions decisions for a high volume of applications to all the B.Sc. in Nursing streams. Applicants include both domestic and international from high school, postsecondary transfer, and current and readmitted Trent students.
* Evaluate academic transcripts, supplementary documents, and confirm CNO registration status (if applicable).
* Ensure that all required application data is maintained throughout the application cycle (i.e. transcripts are efficiently brought into Trent’s student information system, i.e. Colleague, or document management system, i.e. Laserfiche.)
* Represent Trent University on the George Brown Post Practical Nurse Bridge certificate admissions sub-committee and evaluate applicants to the certificate program.
* Ensure that all assessment activities are completed by appropriate deadlines (internal and system-wide deadlines) including communication with applicants regarding missing documentation.
* Ensure that all admissions decisions are accurately entered in Colleague.
* Provide guidance and information to the Nursing Admissions Assessor regarding applicant inquiries and to facilitate the evaluation of applications and transfer credits during the cycle.
* Develop and maintain strategies and appropriate documentation to ensure consistency and accuracy of assessments as well as fair and equitable practices.
* Conduct research where appropriate to assist in establishing appropriate standards for assessment of applicant credentials (degree and/or course equivalencies).
* Collect, compile, and interpret appropriate application data from assessment process required at different phases of the admissions cycle and for subsequent analysis and reporting. Develop lists to rank applicants and determine the best qualified applicants for offers.
* Consult with the Dean of Nursing throughout the admissions cycle regarding tracking of applications and conversion, and enrolment targets.
* Consult with the Dean of Nursing and Manager, Admissions regarding applications of a complex nature.
* Work closely with the Manager, Admissions to coordinate and ensure timely and effective correspondence at all phases of the application cycle to current and future applicants to the program (formal acknowledgment of application, communication of decisions in addition to responses to enquiries by telephone, email, or appointment).
* Update and develop new correspondences as needed in collaboration with the Admissions Coordinator.
* Support George Brown Bridge students transitioning to the Post Bridge B.Sc.N. including enrolment in the Summer semester prior to entry to the B.Sc.N.
* Review admission reports to communicate with applicants who need to submit documents to Admissions to have an admission decision made.
* Review admission reports to ensure that 105 student admission conditions have been met. Follow-up with students as needed to ensure that all documents are submitted to Admissions in a timely manner and that their course registration is not impacted.
* Respond to both positive and negative admission decisions. Diffuse situations where applicant is dissatisfied with outcome, offering upgrading options or alternate offers where applicable.
* Advise applicants that received the alternate offer to Honours Science regarding course selection for academic upgrading. Explore options for other factors that impacted their application; assist applicants to make informed decisions about upgrading.
* Collaborate with Academic Advisors regarding course selection and admission eligibility for current Trent students looking to upgrade their qualifications.
* Collaborate with other admissions staff as required.
* Monitor and share knowledge of trends in all areas of nursing; participate in discussion to inform University policies.
* Represent Trent and engage in internal and external communications involving Trent University and other institutions, professional agencies and program committees.
* In collaboration with the Manager, Recruitment, the Manager, Admissions, and the Dean of Nursing, will develop strategies and offer scenarios to ensure that enrolment targets for specific programs are met. Ensures that enrolment strategies for nursing are followed through, assessed regularly, adapted when necessary and when needed that new initiatives are introduced.
* Responsible for maintaining and archiving all files used for the purposes of completing and measuring nursing recruitment activities.
* Other duties as assigned.

##### Transfer Credits

* Initiates the transfer credit process for applicants that receive an offer of admission to a Nursing stream, or an alternate offer from a Nursing stream, including the evaluation of transcripts, and adding transfer credits to the applicants’ official student record.
* Oversee the flow of information with academic departments to facilitate the assessment of course-to-course equivalencies in collaboration with the Admissions Assessor - Nursing. Collaborate with the Academic Coordinator, Nursing to ensure decisions concerning nursing course transfer credit eligibility are communicated in a timely fashion to both applicants and current students.
* Communicate with eligible applicants and current students to request course syllabi (from previously attended institutions) for transfer credit evaluation. Guide the student through the process and communicate outcomes.
* Ensure that the Transfer Credit Database in Colleague (TCEQ) is accurate and updated as needed as it relates to Nursing transfer credits.

##### Internationally Educated Nurse Course Consortium (IENCC)

* Respond to inquiries from current and prospective students.
* Develop and coordinate communications with applicants and students regarding admission, course payment, and registration.
* Responsible for confirming course payment and admission of approved students to Trent University and subsequent courses from the list provided by the Program Manager, often with a short turnaround time.
* Liaise with Records and Registration to ensure timely registration.
* Liaise with Student Accounts to ensure billing and receipt of course fees.

#### Education Required:

* General University Degree (3 year) required.
* Preference given to an Honour’s Degree (4 year). Education in a field with a strong research and analytical foundation preferred.

#### Experience/Qualifications Required:

* Minimum of three (3) years of directly related experience in evaluation of post-secondary academic documentation in an admissions setting, combined with experience in public speaking and/or making presentations.
* Knowledge of the educational and professional requirements of the College of Nurses of Ontario
* Understanding of strategic enrolment management principles and practices required.
* Excellent communication and interpersonal skills in individual and group settings, active listening skills.
* Extensive knowledge and experience with Microsoft Office required, including MS Word, Access, and Excel, including ability to construct and maintain databases, research and interpret data, and construct reports.
* Experience with a Student Information System (Colleague preferred) and document imaging software in referencing and updating applicant information.
* Significant knowledge of domestic and international post-secondary systems.
* High level of organizational skills.
* Ability to preserve and maintain confidentiality.
* Ability to work co-operatively in a variety of settings, exercising tact, diplomacy, and patience, often in stressful situations.
* Ability to work well under pressure and manage multiple priorities.
* Some travel, weekend and evening work are required.
* Must hold a valid Ontario (or equivalent) Driver’s Licence – Class ‘G’ minimum with at least three years driving experience and a good driving record; as a condition of employment, verification of competency is required by producing an original Province of Ontario driver’s abstract, current to within 30 days of the date of the conditional job offer.

#### Supervision:

* No formal supervision of others is required.

**Job Evaluation Factors:**

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

##### Analytical Reasoning

*Conduct research to determine appropriate recruitment events and expand recruitment opportunities.*

*Determine workflow to ensure multiple deadlines are met. Assess and adjust priorities to manage competing priorities.*

*Critical thinking is often required to assist and advise a broad range of applicants seeking meet the qualifications to apply to nursing. Understanding of strategic enrolment management principles and practices required.*

##### Decision Making

*Research, coordinate, and plan a recruitment schedule to meet recruitment event targets.*

*Determine workflow and methods to manage multiple competing processes (e.g., applicant advising, admissions, transfer credit completion, and IENCC site coordinator responsibilities).*

*Review and assess a high volume of applicants to Trent’s Nursing programs and make decisions on students’ applications based on University policy and procedures.*

##### Impact

*The recruitment process requires careful communication of specific nursing admission requirements and the ways in which applicants can meet those requirements. Miscommunication of admission information or inaccurate advising could negatively impact applicants.*

*The admission process for nursing is competitive and can be complex. Careful analysis is required to ensure an admission process that is equitable and that does not admit students that are not eligible or omit qualified applicants. Admission errors have an impact on individuals, the nursing program, and the reputation of Trent University.*

*Admission averages need to be accurate as they are used not only for program admission but also for scholarship funding.*

##### Responsibility for the Work of Others

*Indirect Responsibility*

* *Distributes work and oversees accuracy and completion of nursing application assessment and filing by staff and students who assist during peak assessment period*
* *Provides guidance to the Nursing Admissions Assessor regarding nursing inquiries and evaluation of applications.*
* *Guides other staff responding to nursing inquiries*

##### Communication

##### *- Excellent communication and interpersonal skills that facilitate effective communication and interaction with diverse applicants, students, and their supporters.*

##### *- Writing skills to produce clear and concise correspondence.*

##### *Internal:*

##### *- Nursing - Dean of Nursing, Program and Academic coordinators for all streams*

##### *- Current Trent students, alumni*

##### *- Office of the Registrar – Records and Registration*

##### *- Academic Advisors*

##### *- IENCC Program Manager*

##### *- Faculty – evaluation of transfer credits*

##### *External:*

##### *- Prospective students and supporters*

##### *- Guidance counsellors and career centre advisors*

##### *- George Brown College – Bridge Coordinator, Bridge Admissions Committee*

##### *- IENCC students*

##### *- External stakeholders as required*

##### Motor/ Sensory Skills

##### *- Dexterity – data entry via keyboard, mouse requiring speed and accuracy*

##### *- Sight – multiple open screens on monitor, switching back and forth*

##### *- Co-ordination and balance.*

##### *- Vision suitable to long distance driving.*

##### Effort

*Travel and recruitment:*

*- Sustained focus and cordial relations for long periods of time and with many different people.*

*- Self-presentation - must always be implacable*

*- Exposure to highway driving, multiple locations, long distances, often changing daily*

*- Able to travel independently, navigate unknown cities*

*- Concentration/Mental demands – venues are often loud and busy*

*- Able to work irregular and extended hours*

*- Able to stand for long periods of time*

*- Lifting boxes, standing, sitting, moving promotional materials, setting up, presentations, tearing down, loading vehicle*

*Admissions:*

*- Sustained concentration and visual attention to compile reports, evaluate applicant files, determine offers, and enter admissions decisions with frequent interruptions*

*- Multiple competing demands and deadlines*

*- Constant balancing of admissions work with applicant or prospective applicant appointments, emails, or phone calls*

##### Working Conditions

*Psychological:*

*- Stressful environment with multiple deadlines and a high volume of work – this position makes admissions decisions for a large volume of complex applications to multiple nursing streams with intake targets and set admission caps.*

*- Complaints regarding admission decisions from upset, frustrated, or anxious applicants and/or their supporters.*

*- Responding appropriately to prospective students who disclose sensitive personal or health issues.*

*- Travel during the fall for recruitment¬¬¬*