**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Academic Coordinator – Social Work Program **Job Number:** A-284

**NOC:** 1221

**Band:** 8

**Department:** Social Work Department

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

**Last Reviewed:** October 30, 2018

**Job Purpose**

Reporting to the Director of the Department of Social Work, assumes responsibility for all academic advising, student liaison and governance, professional years’ admissions and enrollment, student program orientation, and timetabling. Provides support to the field education program, and to the Director regarding accreditation document preparation, program evaluation (keeping statistics on admissions, enrolment, etc.), policy development, and program improvement both in Peterborough and Durham.

**Key Activities**

**Advisory Responsibilities**

1. Responsible for all third and fourth year BSW academic advising; e.g., course sequencing, appeals, research ethics applications;
2. Assists Director with research for transfer credit articulation agreements, as appropriate;
3. Liaises with Academic Advisors and student services;
4. Interprets academic policies and procedures to students;
5. Updates and maintains the BSW Student Handbook;
6. Attends recruitment events and coordinates Department participation in Open Houses, Ontario University Fair and transfer credit events;
7. Assists in maintaining standards of policies, best practices, and CASWE accreditation standards to ensure the academic and administrative integrity of the program;
8. Serves as a consultant on BSW program and CASWE requirements, activities, policies, and initiatives for social work candidates, and inter-university department;
9. Maintains Department database related to Professional Year students with accommodation plans.

**Student Support**

1. Helps to develop, support, and implement policies, processes, and nominations related to involving students in the democratic governance of the social work program;
2. Coordinates the 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.

**Enrollment Management, Planning, and Admissions**

1. Under supervision of the Director, evaluates transfer credits, and handles prerequisite waiver requests;
2. Manages professional years admissions process;
3. Plans and participates in admissions presentations in year 1 and 2 Trent courses including email outreach/announcements;
4. Maintains database of course offerings and enrollments and prepares long-range forecasts of course demand for use by the Director in program planning;
5. Assists the Director with course timetabling on both the Peterborough and Durham campus, including tracking enrolments in sections and communicating with the scheduling office to ensure appropriate class sizes;
6. Reports admissions and other Academic Coordinator duties to the Department Committee;
7. Assists the Director with USC submissions as required;
8. Liaises with a variety of Trent departments such as Registrar’s Office, Careers, and Student Accessibility.

**Field Placement Support**

1. Maintains Intern Placement Tracking (IPT) software database of placement agency and student information and updates IPT Handbook;
2. In the absence of the Field Coordinator, acts as a point of contact for BSW placements;
3. Provides feedback on forms and documentation as required;
4. Assists the Field Education Coordinator with placement recruitment, and annual field instructor/supervision training including Blackboard, IPT and Library access;
5. Assists the Field Education Coordinator with 3rd year and 4th year online placement request process, prior learning assessment, and placement interviews for 120 plus students;
6. Assists the Field Coordinator with student Field Orientation including NVCI and ASIST training;
7. Assists the Field Education Coordinator to ensure that placements follow CASWE, Trent, and Department protocols and meet national CASWE accreditation standards;
8. Assists the Field Education Coordinator by ensuring students have annual criminal record checks and the proper placement and insurance forms;
9. Assists the Field Education Coordinator with preparation of the student Field Education Manual;
10. Organizes ongoing communication and the marketing of our students to the community;
11. Assists with tracking and signing of Agency affiliation agreements and their renewals.

**Other Administrative Responsibilities**

1. Hires, supervises, and disciplines student employees, as appropriate.
2. Develops and applies for funding through Trent University Work Study Program TWSP program; participates in selection of candidates for TWSP office assistants; assigns and supervises the work of TWSP office assistants;
3. Assists with development of new program and policy initiatives and preparation for external reviews;
4. Coordinates nominations and distribution of student bursaries and prizes;
5. Maintains databases relevant for accreditation-required program evaluation, including maintaining statistics related to admissions, enrolments, exit and alumni surveys;
6. Assists the Director with preparation of accreditation documentation;
7. Supports the Department ethics committee;
8. Tracks appeals, and assists the Director with processing appeals;
9. Role models professionalism.

**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).*

High level of analytical reasoning e.g., assessing students 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**

*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).*

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

**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).*

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.

**Education**

Undergraduate four-year degree, preferably a BSW or MSW, or equivalent

**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. Excellent computer skills with word processing (e.g., report writing, creation of presentations and flyers), spreadsheets, excel, databases and Internet (e.g., calculation of characteristics and proportions of admissions applicants) as these relate to the academic environment;
4. Excellent interpersonal and diplomatic skills;
5. Excellent oral and written communication skills;
6. Demonstrated ability to maintain confidentiality;
7. Demonstrated self-directed and independent problem-solving, setting priorities to meet frequent and competing deadlines;
8. Social work experience preferred.

**Responsibility for the Work of Others**

Direct Responsibility

TWSP Student(s)

Event Volunteers (as required)

Indirect Responsibility

Social work student candidate initiatives - acts as a consultant for many Social Work candidate initiatives including interpreting and informing candidates of Trent's regulations and policies.

**Communication**

Internal:

* Helps develop and implement procedures and practices for the admissions process for the social work program on both Campuses;
* Recruitment and liaison at Trent to plan and coordinate recruitment activities for the social work program;
* Financial Services and Financial Aid, to determine the status of student's accounts and to track payments to Trent. Also to secure financial aid and short term loans for social work candidates for the purpose of supporting their participation in the social work Program;
* Plan and support departmental fundraising profile and initiatives;
* Careers and Counselling, Trent to update on program requirements and deadlines activities for program graduates or those interested in social work programs;
* Academic Departments/advisors, Senior Tutors Trent to provide information and advice about program requirements which effect appropriate course selection and volunteer work opportunities for the purpose of helping those enrolled in the social work program successfully complete their academic requirements;
* Students, Trent on matters relating anywhere from their practicum choices, to personal issues and academics.

External:

* Peterborough and Durham social services and care providing agencies, assists the field coordinator to support and help develop practicum placements, training and supervision, criminal record checks, affiliation agreements, and evaluation measures for all social work candidates by coordinating the needs of host agencies with the needs of the Program and candidates. Organizing and establishing community consultation groups in Peterborough and Durham;
* 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;
* Host Institutions, to negotiate and draft contractual agreements for placements requirements for the purpose of matching the needs of host professionals with the learning goals of candidates;
* General Public, to act as a resource;
* Potential Students Applicants, to assist in recruitment activities and promotion;
* MTCU to research and learn about changes that might impact the program for the purpose of clearly articulating such changes to social work student candidates and all program partners.

**Motor/ Sensory Skills**

Motor Skills:

*Skill Type Job Requiring*

Fine Motor Skills - Dexterity Maintains student database that includes entry and update of all student activity. Layout of accreditation and external review documents.

Gross Motor Skills - Coordination Assemble mailing and packages for all program partners.

Gross Fine Motor Skills – Coordination To prepare, conduct and deliver information sessions often using multimedia devices and the distribution of materials.

Sensory Skills:

*Skill Type Job Requiring*

Auditory - Sensory High volume of phone calls that require keen auditory ability combined with strong analytical reasoning to identify and determine the needs/intent of the caller.

Visual - Sensory In auditing grade sheets, student grade reports, probation lists, database for the purpose of identifying specific individuals who will then be subject to specific program regulations and/or policies.

Visual - Sensory Keyboarding including high volume of emails

**Effort**

Mental:

* Sustained Attention/Concentration – admissions’ scoring, advising, budget, supporting field, and competing deadlines.

Physical:

* Sitting - Daily activities primarily occur at the desk or computer station and often resulting in long periods of writing/keyboarding.
* Bending and lifting - Major projects such as mailings and distribution of ancillary materials involves lifting of printed materials, assemble packages, etc.

**Working Conditions**

Psychological:

* Respond to high volume of angry, frustrated, and confrontational people; specifically related to admissions issues and practicum issues;
* High volume of competing demands;
* Multi-tasking and prioritizing are critical to the success of the unit;
* Fast paced work environment;
* Lots of interruptions;
* Dealing with multiple faculty, CUPE, and OPSEU members with varying needs;
* Occasional evening and weekend work required;
* Available on Durham campus one day per week during Sept. to April.