

Job Title:	BSW Admissions Coordinator and Academic Advisor
Grade:	14
Division/Department:	Registrar's Office
Reports to (title):	Registrar
Date of completion:	April 9, 2024

### General Accountability:

Provides proactive, student-focused front-line service, as well as assistance to the Registrar and staff and faculty at Renison University College. The incumbent uses their thorough knowledge of both Renison and University of Waterloo policies and practices to coordinate the Bachelor of Social Work (BSW) admissions and pre-assessment process, maintain academic and student records, and perform a variety of administrative functions in support of academic programs, including advising BSW-bound post-degree students, BSW Students, and Renison-registered Arts students.

### Key Accountabilities:

#### **FULL AND PART-TIME BSW ADMISSIONS**

- Coordinates the admissions process from start to finish for the part-time and full-time Bachelor of Social Work (BSW) programs.
- Develops timelines and communications (acknowledgements/applicant instructions), and coordinates opening and closing of applications with UW Office of the Registrar and the School of Social Work.
- Guides prospective students and applicants through the admissions process in consultation with UW.
- Completes social work prerequisite equivalency assessments using the database; and where necessary forwards documents through the Renison transfer credit review process.
- Where necessary, refer students to the Administration and Student Services Manager, School of Social Work, or the Waterloo Registrar's Office (whichever is appropriate) for admissions-related consultation.
- Follows leads and engages with prospective students who have expressed an interest in the program.
- In collaboration with the Renison Registrar, consults with individuals in the School of Social Work for any application-related form changes and communicates changes to UW's Registrar's Office.
- In close collaboration with the Administration and Student Services Manager, School of Social Work, provides onboarding and training manuals to external readers.
- Communicates suggestions for process improvements or policy changes to the Administration and Student Services Manager, School of Social Work in collaboration with the Renison Registrar.
- Monitors OnBase for BSW application documents and follows up with applicants where needed.

- Calculates averages to be used to determine students' eligibility for the BSW Program.
- Consults with the Administration and Student Services Manager, School of Social Work for the most up to date application evaluation form to distribute to external readers.
- Prepares documentation for admissions meetings and coordinates and facilitates the meetings.
- Codes admissions decisions in OnBase.
- Consults with the Administration and Student Services Manager, School of Social Work to update, finalize, and distribute program-related communication from the Director and Administration and Student Services Manager.
- Determines admissions conditions as appropriate to each individual application and forwards them to UW's Registrar's Office.
- Verifies all admission conditions are met by the appropriate deadlines.
- Maintains updated admissions records and provides detailed information to the School of Social Work throughout the admissions cycle.

### **CONDITIONAL PATHWAY ADMISSIONS**

- Supports UW Admissions team with admission to the SDS-BSW conditional pathway.
- Monitors OnBase for BSW application documents and follows up with applicants where needed.
- Communicates decisions to UW Admissions for coding and communication.
- Facilitates and monitors the "intent" to enroll in the BSW questionnaire; works closely with SDS academic advisors to monitor cohorts' progression and entry into the BSW program.
- Gathers cBSW students' intent to enter the BSW program in the winter term and provides this information at the start of the admissions meetings for planning purposes.

### **ACADEMIC ADVISING, ENROLLMENT SUPPORT, AND PROGRESSION**

- Coordinates the enrolment process and sets up student blocks for enrolment purposes.
- Provides each term course enrolment list to the Administration and Student Services Manager, School of Social Work.
- Coordinates program changes such as conditionally admitted BSW students or cBSW pathway students.
- Maintains confidential accurate student academic records, including the tracking of academic program changes, plan modifications, and petitions.
- Advises students on academic policies, procedures, course selection, progression, and timelines.
- Maintains an in-depth knowledge and understanding of Arts curriculum, academic policies and procedures, program admission and transferring into Arts programs.
- Keeps abreast on changes related to curriculum and how they might impact students.
- Works with other Renison and Arts advisors to understand and address complex student issues.
- Advocates for students when appropriate.

- Interprets academic policy and relays information to students.
- Reviews and approves academic progression, eligibility to graduate, and aids students with knowing what is required for their degree.
- Searches for ways to improve the student experience from an administrative and advising lens and provides suggestions for improvement to the Registrar and/or the School of Social Work.
- Flags students who are academically at risk and works with the student to understand options and resources available.
- Approves academic and financial forms for students such as plan modifications, letters of permission, course over-enrollment, OSAP, and other academic or program policy related forms such as third-party forms.

### **COMMUNICATION AND STUDENT SUPPORT SERVICES**

- In collaboration with or through the Renison Registrar, ensures a consistent and comprehensive communication pathway between the Administration and Student Services Manager, School of Social Work and Renison's Registrar's Office.
- Ensures the Administration and Student Services Manager, School of Social Work knows the number of applications for admission and has access to lists of current students, enrollment.
- Brings any issues related to prospective or current students to the attention of the Registrar and the School of Social Work and collaborates on how to resolve the issues.
- Liaises with UW's Registrar's Office and other relevant Renison and UW stakeholders on an as needed basis.
- Acts as the first point of contact in the Registrar's Office for all front-line inquiries, in coordination with other roles in the office, and with specific attention to BSW Admissions inquiries or prospective students.
- Responds effectively to e-mail, and telephone inquiries from current and prospective students.
- Responds to inquiries in an accurate, friendly, empathetic, student- focused, and timely manner.
- Proactively looks for ways to enhance the student's experience beyond the immediate request by increasing knowledge of alternative options and resources available and brings recommendations forward.
- On request, prepares mass e-mails and mailings to students, instructors, and staff.
- Monitors Renison's class cancellation list and completes activities as required.
- Responds to inquiries in Renison's Registrar's general inquiry and BSW admissions email accounts.
- Triage more complex inquiries to the appropriate contact at Renison as appropriate.
- Holds extensive and broad knowledge of all Renison and University of Waterloo policies and processes to appropriately direct a wide variety of student inquiries across the entire campus.

### DATA COLLECTION AND REPORTING

- Provides data and statistics related to role activities upon request.
- Supports the maintenance of student information and related database(s) for the Registrar's Office and Renison.
- Creates, maintains, and assists with the collection and reporting of records at the request of the Registrar.

### REGISTRAR'S OFFICE SUPPORT

- Monitors office equipment and supplies, placing orders and service requests as needed.
- Manages departmental email accounts, copier codes, and general office area passcodes.
- Liaises with Renison University College's Facilities department about general facility related issues.
- Maintains mailboxes; distribute incoming mail; arrange deliveries.
- Occasionally may be required to work outside regular business hours to support or attend Registrar's Office, School of Social Work, or Renison initiatives or events.
- Supports program promotion efforts particularly for the BSW program and for other Renison degree programs.

### Qualifications:

- University degree in any discipline.
- 1 - 3 years administrative experience preferably related to an academic program.
- 1+ years knowledge of post-secondary policies and procedures, particularly in admissions.
- Knowledge and understanding of university policies and practices with respect to admissions is an asset.
- Strong analytical abilities, data collecting skills, and a strong attention to detail.
- Exceptional oral and written communication, interpersonal, organizational, and customer service abilities.
- Ability to work as part of a team and independently without supervision, handle multiple and competing priorities, and consistently meet deadlines.
- Ability to handle confidential information appropriately.
- Ability to navigate complex situations and provide solutions.
- Demonstrated interest and commitment to working with students.
- Intermediate computer skills using MS Office Suite.
- Ability to work in an environment with regular interruptions and shifting priorities.
- Diplomacy and tact. The ability to work with all students and maintain confidentiality.

### Working Conditions:

**Physical Effort:** Work activities involve alternating positions of light physical activities. Majority of time is spent in a comfortable position with frequent opportunity to move about at will.

**Physical Environment:** Works in an environment with occasional exposure to mild unpleasant conditions. There may be a remote possibility of risk of accident or health hazards.

**Sensory Attention:** Work activities involve a need to concentrate on a variety of sensory inputs for intermediate durations at a time, requiring close attention several times daily. If sensory activities are interrupted, time is required to backtrack to resume activities. The need for detailed or precise work is moderate.

**Mental Stress:** Work activities are performed in an environment with occasional exposure to one or more mental pressures. The mental stress would not be noticeably disruptive to the work, nor would the unpleasant reaction be too strong or persistent.