

Job Title:	Program to the School of Social Work Master of Social Work Program
Grade:	12
Division/Department:	School of Social Work
Reports to (title):	Administrative and Student Services Manager
Date of completion:	July 10, 2024

General Accountability:

The Program Assistant to the School of Social Work provides administrative support to the School of Social Work as directed by the Administration & Student Services Manager. Responds to Social Work inquiries, monitors the Field Education Intern Placement Tracking System, organizes and maintains the School's web pages and assists with the School of Social Work generic email account. The position is responsible for various administrative duties at the school and ensures that administration queries and practices are completed in a timely and confidential manner. This role provides administrative support to both the Master and Bachelor of Social Work programs.

Key Accountabilities:

ADMINISTRATIVE SUPPORT TO THE SCHOOL OF SOCIAL WORK

- Responds to queries received from the generic email, or by telephone, to ensure enquirers understand our programs.
- Replies to admission queries from the Faculty of Applied Health Sciences and Graduate Studies & Postdoctoral Affairs Office who process the applications through to offer on the School of Social Work's recommendations.
- Tracks and records each admitted MSW student's progress through their courses and milestones to completion of the program on a spreadsheet.
- Assists with electronic file of Letters of Understanding/Affiliation agreements.
- This role maintains and updates a field placement spreadsheet in SharePoint
- Assists with the yearly updating of the MSW Student Handbook and Practicum Manual.
- Liaises with students, administrative and field staff, faculty, community members and organizations to share and gather information.
- Posts information to current MSW students each term informing them of the courses being offered.
- Monitors MSW students' enrolments to ensure they are successfully enrolled each term and to ensure accuracy.
- In collaboration with MSW program manager, creates and distributes online surveys to students/alumni and field instructors, to collect data and feedback about our program.
- Creates and sends certificates of appreciation to field instructors at the end of each term.

- Creates, Updates, and sends fillable forms for new students and field instructors to complete regarding practicum requests.
- Takes clear and concise minutes of various School of Social Work meetings to support school business. Distributes information and agendas to members of the school's committees.
- Provides administrative support in the preparation of the material required for the School's self-study and site visits for re-accreditation by the Canadian Association for Social Work Education.
- Assists the Administration & Student Services Manager with allocating tasks for our Work Study students to complete within their remit.
- Represents the School of Social Work and Renison University College at public events, as required.

MSW APPLICATION SUPPORT

- Coordinates student applications using the graduate admissions program (GSPA) and by running the University of Waterloo's student records management system reports. Provides these reports to the Administration & Student Services Manager.
- In collaboration with the Administration and Student Services Manager Coordinates and monitors the MSW admissions process from start to finish. Ensuring applicants have met BSW requirements and providing all onboarding information to new MSW students.
- In collaboration with the Director and MSW Program Manager, updates and uploads offer letter information into ONBASE
- In collaboration with the Administration and Student Services Manager, guides and advises applicants and prospective students through application process
- Records all MSW applications and monitors the applicants' submitted documentation on an Admissions spreadsheet.
- Creates/updates fillable forms, for application file Readers
- Liaises with application file Readers; accurately records the scores and comments onto the MSW Admissions' Spreadsheet gathered from the fillable forms.
- Prepares documentation for the MSW Admissions Committee, and supports the facilitation of the admissions meeting

SUMMER INSTITUTES:

Incoming students (one week mandatory on campus course):

- Sends on-boarding Information to all new students via email and answering queries.
- Provides the MSW Program Manager with up-to-date reports regarding incoming students' details.
- Liaises with Waterloo and College residencies personnel who provide on-campus accommodation.
- Liaises with uWaterloo WatCard Office to set up times when our students can collect their uWaterloo identity card.
- Creates student paper files, collects and records students' required forms and maintains accurate file contents.

- Assists faculty with booking guests' parking permits and classroom layouts.
- Assists at Registration and through the week as needed.
- Conducts a 'How to use the Intern Placement Tracking system' presentation to the new students during their in-class Field Orientation Day.
- Creates a survey for the students to complete at the end of their course for data collection and recording their feedback

Graduating Students (three-week synchronous and asynchronous final MSW course):

- Aids in posting the Schedule and other preparatory Information onto the Program Site and answering queries.
- Checks each student has completed the required documentation by running QUEST reports.
- Sends reminders to students as necessary and answers students' queries to ensure they are all aware of what is required of them during their final course.
- Creates certificates for award-winning students for presentation at the students' 'Congratulations Ceremony'.
- Assists with the virtual 'Congratulations Ceremony' and posts Convocation information to the graduating students' cohorts on the Program Site
- Creates an online survey for the graduating students to complete at the end of the week to give feedback.

The Capstone and Integration Seminar

The Capstone and Integration Seminar is one of the TWO Milestones within the program. Working closely with faculty to support as needed:

- Creates Doodle Polls for each student to discuss their Capstone ideas/progress with the Capstone Faculty Advisor during a timed telephone call.
- Follows up with students who have not responded and answering students' queries, referencing the Capstone rubric.
- Creates a spreadsheet listing student appointments and contact details
- Creates students' Milestone Forms to record Milestone Completion.
- Creates a spreadsheet to record the name and contact details of each student's Capstone Reviewer
- Directs students' specific Capstone queries to the Faculty Advisor.
- Processes a Milestone Completion Form for each student.

MAINTAINS THE SCHOOL OF SOCIAL WORK WEBSITE

- Responds to enquirers to help them navigate through our web pages to find the information they require.
- Implements, edits, and updates web pages using the Web Content Management System. (i.e., addresses issues, such as resolving broken links, removing out-of-date information and reviews web pages for accuracy and clarity).
- Maintains and updates time-sensitive information, e.g., admissions deadlines.
- Uploads Student Manuals onto School of Social Work web site.

- Implements changes requested by School of Social Work personnel.
- Suggests improvements to Administrator & Student Service Manager for discussion/implementation/approval.

THE INTERN PLACEMENT TRACKING ONLINE PROGRAM: BSW AND MSW STUDENTS

The Intern Placement Tracking program is designed to monitor each student's progress through their practicum by the completion of various forms.

- Using the program, this role oversees the data input, matching and monitoring of students, field instructors, community agencies and Field Coordinators, to ensure that each student's practicum progress is recorded accurately.
- Problem-solves queries to ensure efficiency and accuracy of this vital part of the students' progress through their program.
- Maintains and updates the User Manual, which is available to all new users so they may understand how the program works.
- Liaises with the Program Administrator to implement any requested changes and updates behind the scenes within the students' records and forms.
- Presents an Introduction talk, using a PowerPoint presentation and live on-line examples, at Student Orientation sessions to explain how the program works to new students.

Qualifications:

Education:

- Undergraduate degree preferred; equivalent combination of education and experience will be considered.

Experience:

- Office administration, preferably within a university or higher education

Skills:

- Excellent computer skills.
- Excellent communication (oral and written) skills.
- Strong interpersonal skills including demonstrated collaborative abilities and approachability, able to participate in a team environment.
- Highly detail-oriented, with an aptitude for accuracy.
- Effective organizational skills, with the ability to multi-task efficiently and work with multiple priorities and deadlines.
- Required to maintain a high degree of 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