



AFFILIATED WITH THE UNIVERSITY OF WATERLOO

POSITION TITLE: Interim Master of Social Work (MSW) Program Manager

DEPARTMENT: School of Social Work

GRADE: 17

REPORTS TO: Director, School of Social Work

EFFECTIVE DATE: July 2026

General Accountability

The Interim MSW Program Manager is responsible for implementing and guiding key aspects of Renison University College's Master of Social Work program during an 18-month appointment, with primary responsibility for field education and related program administration. The role provides strategic and operational leadership in admissions and orientation, student progression and completion, student advising and support, academic services and operations, and field education administration.

Reporting to the Director of the School of Social Work, the Manager works with minimal supervision, exercises independent judgement in non-routine and confidential matters, and directly supervises the MSW Field Education Coordinators. The Manager oversees practicum quality, student and program processes, community partnerships, policies, systems, and compliance. Renison's primarily online MSW program includes students completing at least 450 practicum hours in approved placements across Canada.

Key Accountabilities

- Participate in the MSW Admissions Committee; support admissions decisions, policies, procedures, and documentation; liaise with Graduate Studies and Postdoctoral Affairs, the Faculty of Health, and other University offices; and contribute to graduate calendar changes, recruitment, marketing, and promotion.
- Lead beginning and final Summer Institute activities, including orientation, practicum planning and matching milestones, closing activities, and confirmation of program requirements; oversee annual updates to the MSW Student Handbook and MSW Practicum Manual; and coordinate relevant scholarship and award nominations.
- Monitor and communicate student academic standing, progression, practicum and milestone completion, and fulfillment of degree requirements; provide academic and field education advising and coordinate supports for student challenges, accommodations, and professional development.
- Support program and field education policies, strategic planning, quality assurance, and continuous improvement; monitor professional and educational trends; advise the Director on staffing, resources, budgetary needs, risks, and opportunities; and contribute to accreditation and academic program review.
- Directly supervise the MSW Field Education Coordinators, including hiring support, onboarding, workflow and workload coordination, regular supervision, mentoring, professional

Interim MSW Program Manager

development, performance evaluation, and approval and tracking of vacation and absences. Coordinate responses to student performance, conduct, safety, supervision, accessibility, equity, conflict, and placement disruption concerns, consulting with the Director and recommending resolutions for unusual or complex situations.

- Lead annual and longer-term field education planning and oversee the development, approval, matching, monitoring, evaluation, and completion of practicum placements across full-time and part-time pathways.
- Monitor practicum learning contracts, evaluations, participation, completion, and Integration Seminar milestones in collaboration with Field Education Coordinators, instructors, and administrative staff.
- Develop and sustain relationships with placement organizations across Canada; expand placement capacity; guide external MSW supervision and other approved models; and coordinate affiliation agreements, roles, and expectations.
- Lead or support field instructor recruitment, orientation, consultation, training, professional development, communities of practice, the MSW Field Instructor of the Year Award, and other recognition initiatives.
- Promote compliance with School, Renison, University of Waterloo, professional, regulatory, legal, privacy, safety, insurance, and CASWE requirements; oversee IPT and related SharePoint, Quest, documentation, and records-management processes.
- Represent the School within Renison and the University and with community agencies, field instructors, professional associations, conferences, and field education networks; participate in relevant committees and coordinate administrative support for program and field operations.

Qualifications

- Master of Social Work degree from a Canadian Association for Social Work Education-accredited program, or a recognized equivalent.
- Current registration in good standing with the Ontario College of Social Workers and Social Service Workers.
- A minimum of five years of progressive experience in social work practice, teaching, and/or administration, including managerial or leadership experience.
- Substantial experience in social work field education, such as field instruction, practicum coordination, placement development, student advising, or management of experiential education.
- At least two years of experience in administration within a university or other post-secondary setting, or within a social service agency, is preferred.
- Strong knowledge of academic programming, systems and processes, social work field education standards, the CASW Code of Ethics, risk management, student accommodations, and relevant legal, regulatory, institutional, and CASWE accreditation requirements.
- Experience managing complex performance concerns and facilitating collaborative resolution processes with diverse students, field instructors, and community partners.
- Experience developing or implementing policies, procedures, manuals, training resources, or quality-assurance processes. Advanced proficiency with Microsoft 365 and experience using databases, learning-management systems, and records-management platforms. Experience with IPT, LEARN, Quest, and SharePoint is an asset.
- Experience in graduate education, online or distributed professional programs, accreditation, program review, or program evaluation is an asset.

- Student-centered, relational, values-based, and accountable leadership that strongly reflects social work values and the CASW Code of Ethics.
- Exceptional communication, consultation, facilitation, conflict-resolution, and presentation skills.
- Strong critical-thinking and decision-making skills, including the ability to make independent decisions with tact and sound judgement and to manage confidential and sensitive matters with diplomacy and discretion.
- Demonstrated ability to assess and respond to complex student, placement, performance, safety, and conflict situations.
- Excellent organizational and project-management skills, including the ability to coordinate high-volume work, competing priorities, and firm deadlines.
- Proven ability to build effective relationships and work collaboratively across academic, professional, and community settings.
- Demonstrated commitment to anti-oppressive and inclusive practice, accessibility, Indigenous reconciliation, anti-racism, and decolonizing approaches to social work education.
- Ability to work independently with minimal supervision, exercise initiative, balance competing demands, manage multiple priorities and deadlines, adapt to changing circumstances, and contribute effectively as part of a team.
- Membership in a provincial or national professional social work association, such as the Ontario Association of Social Workers or Canadian Association of Social Workers, is an asset.
- Ability to travel occasionally to placement organizations, meetings, and professional events.

Working Conditions

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

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

Work activities involve 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.

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.