



AFFILIATED WITH THE UNIVERSITY OF WATERLOO

Job Title:	Program Assistant to the School of Social Work
Grade:	12
Division/Department:	School of Social Work
Reports to (title):	Administrator & Student Services Manager
Date of completion:	October 1, 2026

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 Master of Social Work inquiries, monitors the Field Education Intern Placement Tracking System, organizes and maintains the School's web pages, assists with the School of Social Work generic email account and coordinates the MSW admissions process. The position ensures that administration queries and practices are completed in a timely and confidential manner. This role is expected to provide coverage for the Bachelor of Social Work program when and if required.

Key Accountabilities:

Administration and MSW Application Support to the School of Social Work

- Responds to queries received via the generic email and/or by telephone,
- Coordinates student applications using the graduate admissions program **SLATE** (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 the administrative steps of the MSW admissions process from start to finish including: tracking applications, checking files for completeness, preparing reports, and organizing materials for file readers and the Admissions Committee.
- Enters offer information into SLATE following approval through the established admissions process, in coordination with the Administrator & Student Services Manager, Director and MSW program manager.
- Checks submitted documentation against published BSW admission requirements, refers missing information and eligibility questions to the Administrator & Student Services Manager, and advises applicants on the application process.
- Records all MSW applications and monitors the applicant's submitted documentation on an Admissions spreadsheet.
- Assists, collaborates, and supports Administration and student services manager with admissions processes, SLATE, updates to GSPA and the graduate systems support team when needed.
- Creates/updates a fillable form for file Readers; Liaises with application file Readers and accurately records the scores and comments into the MSW Admissions' Spreadsheet.
- Prepares documentation for the MSW Admissions Committee and provides support with facilitating admissions meeting.

- Replies to admissions queries and work with university stake holders involved with admissions i.e., Faculty of Health and GSPA)
- Maintains records of admitted MSW students' progress through required courses and brings missing or discrepant information to the MSW Program Manager for review.
- Assists with the yearly updating of the MSW Student Handbook and Practicum Manual.
- Liaise with students, administrative and field staff, faculty, community members and organizations to share and gather MSW program related 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.
- Creates and sends certificates of appreciation to field instructors, student awards and student committee members.
- Takes minutes of assigned School meetings, circulates drafts for approval by the meeting chair, and distributes approved minutes and agendas to committee members.
- Provides administrative support for School self-studies, accreditation work, special operational reviews, and site visits, as assigned.
- Assists the Administration & Student Services Manager with various administrative and admissions related tasks; compiles and checks documentation for non-standard applicants and refers eligibility questions to the Administrator & Student Services Manager.
- Creates a checklist for new admits, checks records for missing education documents, and flags discrepancies for the Administrator & Student Services Manager and GSPA.
- Collects course outlines and prepares materials for the academic review of the Research Methods admission requirement.
- Creates, maintains, and updates the domestic and international lists of approved Research Methods course equivalency decisions.
- Attends public events, as assigned, to provide approved information about the School of Social Work and Renison University College.

Supporting the Summer Institutes

One weeklong, mandatory on campus course and one three-week synchronous and asynchronous final MSW course.

- Prepare and send on-boarding Information (various documents associated with beginning the MSW program) to all new students via email and answering queries
- Answer Summer Institute related inquiries
- Provides the MSW Program Manager with up-to-date reports regarding incoming students' details.
- Liaises with uWaterloo and College residencies personnel who provide on-campus accommodation.
- Send out program surveys to students
- Coordinates administrative arrangements for students' approved Summer Institute supports and shares only the information needed by designated staff through established confidential processes.
- Assists with Summer Institute registration/monitors attendance and keeps track of missing information and forms from students
- Send monthly updates emails to incoming students
- Create and prepare various administrative documentation and items for registration, welcome lunch, classroom setting, and first summer institute course (SWK 600R)
- Send enrollment information and keeping track of students' enrollment status about the first summer institute course (SWK600R)
- Coordinate with different departments to book various items and facilities for the first day of the Summer Institute.

- Manage students' enrollment in MSW program site via LEARN
- Adding two writing workshops to MSW program site via LEARN
- Assist with the first day of the summer institute set up

Graduating Students:

- Aids in posting the Schedule and other preparatory Information about graduation onto the Program Site and answering queries.
- Checks each student has completed the required documentation
- Reviews QUEST records to identify missing documentation or potential gaps in program requirements and refers these to the MSW Program Manager for review before convocation.
- Send reminders to students as requested by the MSW program manager and instructor about their final summer institute course.
- Assists with the virtual 'Congratulations Ceremony' and posts Convocation information to the graduating students' cohorts on the Program Site

The Capstone and Integration Seminar:

The Capstone and Integration Seminar is one of the TWO Milestones within the program.

- Prepares Milestone Completion Forms after completion has been confirmed by the appropriate faculty or program lead.
- Responds to faculty requests for routine administrative support for the Capstone and Integration Seminar.

Maintaining 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.
- Works with document owners to prepare accessible versions of the Student Handbook and Practicum Manual and posts approved versions on the School of Social Work website.
- Implement changes requested by School of Social Work personnel.
- Suggests improvements to Administrator & Student Service Manager for discussion/implementation.

Maintaining the Intern Placement Tracking Online Program

- Maintains student, field instructor, agency, and practicum records in the Intern Placement Tracking system; enters approved placement matches and follows up on missing forms in consultation with the Field Education Team.
- 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 when needed for new users
- Liaises with MSW program manager to implement any requested changes and updates behind the scenes within the students' records and forms

Qualifications:

- Undergraduate degree or an equivalent combination of education and relevant experience is required
- 2 years of office administration experience is required
- Experience in a university, or higher education setting is preferred

Skills:

- Excellent computer knowledge; spreadsheet and database skills, with the ability to learn admissions, student records, web content, learning management, and practicum tracking systems.
- 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.
- Uses sound judgment in handling confidential applicant and student information and shares it only with authorized staff.

Working conditions:

Physical Effort: 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.

Physical Effort: 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 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