**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Administrative Assistant

**Job Number:** SO-388

**NOC:** 1241

**Band:** 5

**Department:** Student Accessibility Services

**Supervisor Title:** Director, Wellness Centre

**Last Reviewed:** April 11, 2014

**Job Purpose**

Reporting to the Director of the Student Wellness Centre, the Administrative Assistant provides support to students/SAS office staff and ensures smooth access to resources for all eligible Trent students.

**Key Activities**

*Triage & Student Support;*

1. Conduct initial triage and problem-solving to determine what immediate and longer term assistance and solutions may be required.
2. Schedule appointments for new and returning students with appropriate staff member based on the nature of the request. Collect and review documentation if applicable, determine the nature, urgency and severity of the request, and assign SAS advisor to new students.
3. Respond to a variety of inquiries related to student accommodations and general SAS/Student Wellness Centre programs, and requests for supporting documentation (phone, in-person, written, email), at times requiring consultation with SAS advisors, Team Leader, or Director.
4. Respond to all student requests using a student-centred approach. Students may present with a variety of communication challenges related to their disability and range of accessibility requirements. Provide reassurance to students who may appear to be in crisis or experiencing emotional difficulties. Facilitate crisis response and support by consulting with Team Leader and referring the student to campus or community-based resources as an interim intervention when applicable.
5. Coordinate drop-in hours and consult with advisors with respect to prioritizing and number of students seen. Maintain, review and adjust client waitlist based on priority and time of year.
6. Document both indirect and direct student contact in electronic database.
7. Accept student referrals from internal and external sources and refer students to campus supports and/or community-based agencies based on need (i.e. Centre for Academic Testing, Academic Advising, Counselling Centre, Health Services, Academic Skills Centre, Housing, Library Supports, First Peoples House of Learning, Student Affairs and Spiritual Affairs).
8. Complete Express Intakes and contact students who have expired interim accommodations.
9. Assist with program planning and implementation of Summer Transition Program, including the following activities: monitor student registration for planned workshops, coordinate room bookings and food orders, purchase of promotional items/materials, and liaise with Office of Student Affairs, New Student Orientation staff. May require presence during Open Houses and New Student Orientation service fairs.

ADMINISTRATIVE

1. Provide administrative support to Student Accessibility Services (SAS), including reception and general office duties. Respond to general inquiries from students, parents, staff, faculty and external community agencies providing accurate information on services and related campus programs. Ensure maintenance of office equipment and supplies.
2. Responsible for maintaining confidential files and records in accordance with the Personal Health Information Privacy Act (P.H.I.P.A.). Maintain a secure file system and archive of personal health information. Keep accurate and confidential records of students registered with SAS, ensuring personal data for all students is kept current in an electronic data base. Liaises with the Registrar’s Office regarding prospective and registered SAS students.
3. Assist in the development and distribution of SAS program information throughout the regular academic year and summer transition program to current students, prospective applicants and their parents, school personnel and Trent Student Services. Includes posting regular website updates/announcements, and development of promotional materials for SAS programs and general student wellness
4. Maintains SAS database by entering student specific information, tracking program activities. Assists Director, Student Wellness Centre, in producing reports for the Ministry of Training Colleges and Universities (MTCU) which funds programs, projects and ongoing activities. Records statistics of Client Interactions and Consultations for year-end reports to the MTCU.
5. Coordinate student referrals to the Regional Assessment Resource Centre (RARC). Includes maintaining RARC tracking sheet, faxing requests for documentation as required, reviewing and verifying referral packages are complete before shipping to RARC. Liaise with RARC coordinator at Queen’s University in establishing site visit dates. Coordinate with SAS advisors re: referral waitlists and prioritising.
6. Coordinate weekly team meetings, including organizing dates and recording minutes. Provide input on administrative procedures and program planning.
7. Monitor electronic calendaring system comprised of each individual staff’s schedule as well as the collective schedule.
8. As a designated VISA Cardholder (limit $2,000), comply with cardholder agreement. Approve Low Value Purchase Orders (LVPO) within designated limit ($750).Complete, authorize (limit $500) and process all departmental purchases.
9. Assist with allocation of non-staff budget and monthly review of department financial statements.
10. Designate and maintain control inventory of offices keys according to The Access Control Policy.
11. Process and monitor status BSWD applications throughout the academic year. Liaise with Trent Financial Aid as necessary and update student electronic database.
12. Maintain inventory of SAS Student Library. Research resources pertaining to student needs and ensure a relevant and current supply of resources for campus services and community agencies is available. Keep information boards informative and relevant using various promotional materials related to Wellness and Wellness.
13. Prepare case files for Directors review as needed (e.g. OSAP Permanent Disability Status).

**Education**

Undergraduate university degree or college diploma in psychology, sociology, social work, or related discipline.

**Experience Required**

2-3 years’ experience with a combination of office administration and work within the human service sector. Direct experience working in a clinical environment (accessibility and/or mental health) preferred.

Experience with/lived experience of oppression, racism, homophobia, transphobia and/or ableism and/or personal connection to queer or trans communities of color, including newcomer and disability communities will be an asset.

**Responsibility for the Work of Others**

Indirect Responsibility

TWSP student(s)

**Communication**

Internal:

* Students - current, prospective and alumni
* Faculty - Professors, Teaching Assistants
* Staff

External:

* Parents of students, current and prospective students
* School Boards and regulated health professionals
* Ministry of Training Colleges and Universities
* Provincial colleagues

**Motor/ Sensory Skills**

* Fine motor skills - Data entry, word processing
* Gross motor skills - Refilling printer, carrying boxes of supplies
* Sitting - Reception front line
* Auditory - Listening in person and on the telephone to students in distress; to others calling for information
* Visual - Assessing state of distress of students

**Effort**

Mental:

* Sustained attention - Frequent interruptions from clients/colleagues increase effort effectively multi-task
* Seeing - Observing behaviour of clients to determine disposition, reading body language
* Hearing - Intense listening to multiple requests for services, being attuned to indications of crisis, instability

Physical:

* Sitting - At reception, being available for students in need, be at desk to be able to answer phone in person
* Keyboarding - Required for word processing, data entry
* Lifting, carrying - Required to replenish supplies, move equipment as needed

**Working Conditions**

Physical:

* Muscle strain - Lifting boxes and materials puts stress on the back.
* Safety concerns

Psychological:

* Conflicting priorities - Multiple simultaneous demands i.e. reception, phones, keyboarding
* Interruptions - Requirement to respond to urgent request/crisis interrupts concentration and flow of daily activities
* Crisis Intervention - Front line nature of position is demanding and stressful when dealing students who are upset, in crisis, angry, unstable.