

## Counselling Assistant (Academic Counselling Coordinator)

### Overview of Position

Role Details:		For Human Resources Use:	
Incumbent:		Classification:	Counselling Assistant II, Level N
Department:	Engineering – Office of the Dean (Undergraduate Services)	Job Code:	S5S011
Unit/Department Leader:	Stephanie Tigert	Department #:	260100
Date:	September 2023	Classified Date:	05/23
Position Number (if applicable):	00003304; 00005134	Effective Date:	RFH/NC
		Evaluator:	SW
		Job Family:	SS

**This document is used in accordance with article 44.01 of the July 2013-June 2017 Collective Agreement between the University of Western Ontario and UWOSA.**

*Western shall determine the responsibilities of a vacant job and shall define the skills, effort and working conditions applicable to a vacant job in a job description to support recruitment to the vacant position.*

### **Purpose of Position** (2 or 3 sentences about why this role exists and how it contributes to the mission and goals of the unit)

The Counselling Assistant (Academic Counselling Coordinator) will act as the first point of contact for all visitors to the Undergraduate Counselling Office in the Faculty of Engineering and will support and assist the Academic Counsellors by triaging requests to determine student needs and the urgency of their requests, scheduling counselling appointments and providing documentation and information as required. The role is responsible for supporting the effective and efficient adjudication processes for the undergraduate programs within the Faculty of Engineering. The Counselling Assistant will act as a resource for faculty members, students, prospective students, parents, and the public, providing guidance regarding University and Faculty policies and procedures in response to inquiries, and providing referrals to other individuals or resources as required. The role will create, maintain and archive student files and records, assist with academic appeals processes, coordinate logistics for special and supplemental exams including coordinating proctors, assist with updating various publications and websites, and participate on various committees as required.

### **Unit Overview**

*Unit's Mission* (2 or 3 sentences about the overall purpose or role of the unit):

The Undergraduate Services Office steers the undergraduate academic program in Engineering. Students, faculty and staff are provided support in all academic matters, including: academic counselling for students; scholastic offenses and requests for relief; academic record keeping and adjudication; revisions to the Western Engineering sections of the Academic Calendar; timetable scheduling; recruitment; and, facilitating awards ceremonies.

*Key Goals of the Unit:*

- Ensure academic integrity in undergraduate Engineering courses and examinations
- Support students coping with academic- or health-related difficulties
- Maintain accurate records of student performance, Faculty Policies, scholastic offense and relief decisions
- Carry out this mission cheerfully, professionally, collaboratively and inclusively

### **Key Accountabilities**

*(a) Describe in point-form the key responsibilities of the position. (typically 5 or 6) (b) As applicable, indicate with whom the role collaborates to perform the work, to whom the work is provided. (c) Indicate relevant metrics to indicate the scope of the work e.g. size of payroll administered, or research funding administered, number of direct or indirect reports, number of students served by position, number of faculty or staff served by position, authorized purchasing amount etc.*

- Acts as the first point of contact for all visitors (students, parents, faculty, staff, leaders, etc.) to the Undergraduate Services Office, triages and responds to non-confidential academic counselling inquiries (e.g. admission requirements, program information, course conflicts, change of status, special permissions, illness/compassionate leave forms, add/drop forms, Intent to Register, letters of permission, etc.) forwards and triages more complex and urgent requests to Academic Counsellors as required
  - Coordinates all academic appointments and student drop-in hours including overseeing the BookedIn System (e.g. keep the system up to date with current information, work with IT on any updates and changes to the system), and based on challenges and successes, suggest strategies for efficiently and effectively dealing with student academic inquiries and support
    - Provides information regarding admission processes, progression requirements, program eligibility, course selection, graduation requirements and communicates related policies and procedures using a variety of resources (e.g. Academic Calendar, Western Policies and Procedures for Undergraduate Students, Registrar's Office, various websites)
- Completes illness and compassionate absence forms including approving some forms and referring some situations to the Manager, Undergraduate Services or the Associate Dean (Undergraduate Studies) for final approval, and inputting the information into the Extranet to notify the professors in order to accommodate the students
- Provides administrative support for appeals/academic offence and dean's waiver processes including collecting information for review, drafting correspondence and delivering results
- Coordinates logistics for special and supplemental exams including scheduling exam dates and room bookings, assisting with hiring proctors and submission of weekly timesheets for keying to the Dean's Office, communicating processes to faculty, staff and students and collecting exams and marks submissions
- Participates on and acts as a resource for departmental administrator and undergraduate committees, assisting with booking rooms, preparing agendas and meeting minutes, following up on action items and providing other related assistance as required
- Maintains departmental records, including class lists, records of special exams, special permissions, adjudications, and provides related data to faculty members as requested

- Coordinates activities during the intent to register period and the add-drop period, and assists with reviewing special permission and timetable conflict forms for accuracy and completeness  
Updates and publishes the Engineering Undergraduate Academic Policies and Procedures Manual for distribution to departmental counsellors, department staff, academic counsellors, Manager and Associate Dean (Undergraduate Studies)
- Compiles Dean's Honour lists and Iron Ring lists, assessing averages and eligibly following prescribed practices
- Supports the development of print materials for student recruitment activities, maintains social media accounts and ensures the departmental website is current
- Assists with outreach and recruitment events and activities (e.g. Ontario Universities Fair, Fall Preview Day, March Break Open House, Undergraduate Convocation, Fall Awards events)
- Monitors and maintains supplies and resources for the Undergraduate Services Office

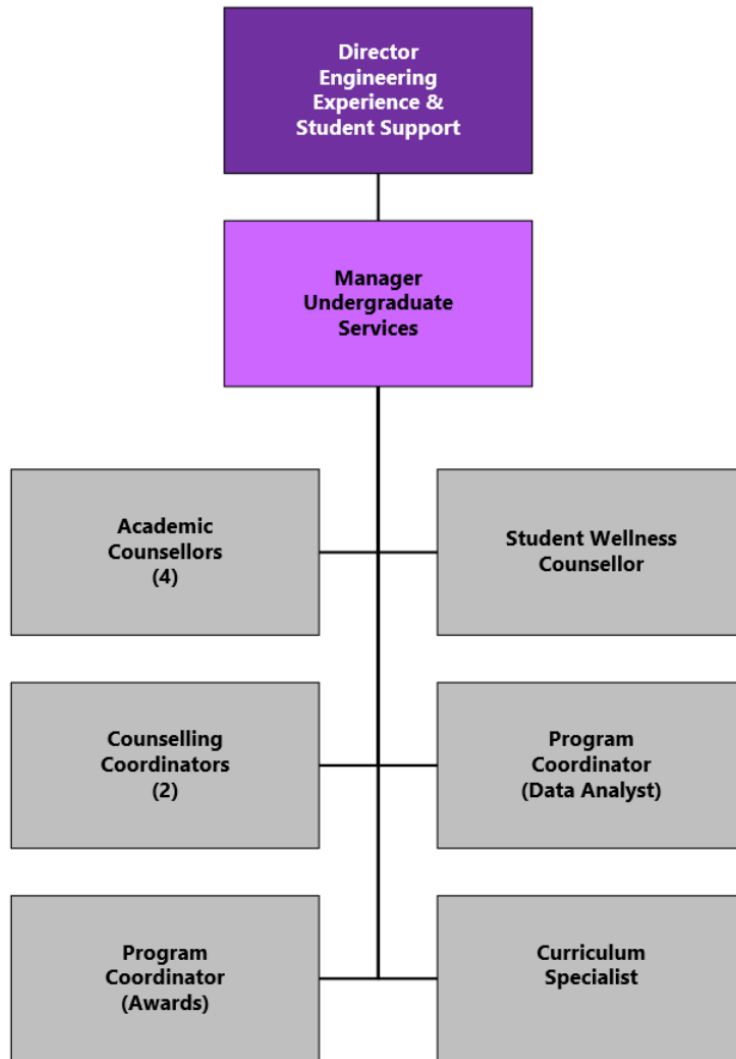
### **Scope of Responsibility:**

*(a) Describe the key decisions and actions made independently by the position (e.g. decisions and actions affecting information, facilities, equipment, supplies, financial resources and safety of others.) (b) Describe supervision received and how the work is monitored*

- Prioritizes responses to phone and in-person inquiries, and resolves issues in accordance with pre-established procedures, triaging student requests and schedule counselling appointments as required
- Prioritizes own workload and assumes daily responsibility for facilitating administrative functions
- Signing routine documentation on behalf of the Associate Dean and Academic Counsellors (limited to academic counselling submitted documentation – add/drop forms, timetable conflicts, etc.)
- Maintains student records and files, including appeals, dean's waivers, student progression, etc.
- Makes referrals to other University services when appropriate
- Provides information and guidance in accordance with University policies and procedures
- Interprets policies and procedures to identify an appropriate solution (e.g. course timetable conflicts or student accommodations)
- Coordinates the preparation of correspondence and materials
- Assists with the planning and coordination of events as required
- Coordinates calendars and schedules meetings/appointments for others as required (e.g. meetings with the Undergraduate Committee or Academic Counsellors)
- Required to use discretion in the release of confidential information (e.g. a parent requesting their child's academic records)
- Orders the appropriate amount of office supplies within budget and ensures the proper storage and distribution

(b) Planning is overseen and reviewed in advance by the Manager, Undergraduate Services Officer.

**Work Context:** \*ATTACH an organization chart that shows to whom the role reports, key peer relationships, students, volunteers, and whom the role supervises if applicable.



**Interpersonal Relationships:**

Using the table below describe whom the position regularly communicates with and the purpose of the communication.

<b>With Whom</b> <i>(role, department, organization)</i>	<b>Frequency</b> <i>(e.g. daily, weekly, monthly, annually)</i>	<b>Purpose and Type of Communication</b> <i>(e.g. respond to routine client inquiries...) and method (i.e. email, phone and /or in person)</i>
Manager, Undergraduate Services Officer	Daily, as required	<ul style="list-style-type: none"> <li>• Exchanges information to support the coordination of the undergraduate programs; via email, phone or in-person</li> <li>• Refers complex, sensitive or ambiguous inquiries requiring interpretation of academic policies and procedures; via email or in-person</li> <li>• Provide input regarding recruitment materials, website content, and social media; via email or in person</li> <li>• Identifies needs or requests and provides recommendations for action; via email, phone or in-person</li> </ul>
Academic Counsellors	Daily	<ul style="list-style-type: none"> <li>• Triage inquiries for counsellors, provides counsellors with factual information regarding student situations, schedules academic counselling appointments, coordinates student drop in hours; via in-person, email or phone</li> <li>• Exchanges factual information and discusses undergraduate program/student matters; via email, phone or in-person</li> <li>• Obtains guidance and clarification; via email, phone or in-person</li> </ul>
Students/Prospective Students/Parents/ Visitors	Daily	<ul style="list-style-type: none"> <li>• Responds to inquiries via phone, email and in person</li> <li>• Expresses support for students – e.g. missed an exam, failed a course, accommodation denied, referring to support services on campus; via email, phone or in-person</li> <li>• Provides information regarding academic policies and procedures; via phone, email or in-person</li> <li>• Relays unwelcome information as required (e.g. explaining that an appeal has not been successful)</li> </ul>
Faculty Members	Weekly	<ul style="list-style-type: none"> <li>• Assists with room booking for special and supplemental exams, etc.; via email, phone or in-person</li> <li>• Providing data or information upon request (e.g. class lists, grade breakdowns)</li> </ul>

Committees	As needed	<ul style="list-style-type: none"> <li>Schedules meetings, distributes agendas, follows up on action items; via email or phone</li> </ul>
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**Minimum Education, Experience, Skills and Specialized Training Required to Successfully Perform the Responsibilities of the Position**

**a. Education:** *Minimum level of formal education and the specific program (if applicable) required for someone to be hired into the position*

*Minimum Required:*

- 3 year Community College Diploma in Business/Administration Studies

*Preferred:*

- University Degree preferred

**b. Years of Experience:** *Minimum years of related experience (e.g. 2 years Customer Service)*

*Minimum Required:*

- 3 years

*Experience:*

- Experience providing administrative support and customer service in a university environment dealing with students, faculty, staff and the community
- Experience administratively supporting an academic program, preferably an undergraduate program

*Preferred:*

- Experience providing academic counselling administrative support in an Academic Counselling office preferred

**c. Knowledge, Skills, Abilities and Attributes:** *Describe the knowledge, skills and abilities required to perform successfully in the position [including the use of specialized equipment]*

- Verbal communication skills to clearly express ideas in an objective manner, and adapt communication style to suit the situation and audience
- Demonstrated ability take initiative, to work independently and follow through on work assignments
- Ability to apply active listening to hear and understand the complete message being communicated
- Competency to maintain confidentiality and treat sensitive information with discretion
- Ability to establish rapport with people from diverse backgrounds
- Demonstrated ability to understand and resolve external and internal partner issues
- Ability to maintain a positive, outgoing attitude with genuine customer service orientation
- Ability to process information with a high degree of accuracy, and follow formal business practices with high attention to detail
- Ability to multi-task and maintain an organized and effective personal work environment
- Adapts readily and effectively to changing priorities and demands
- Personable and courteous in working relationships with colleagues, faculty members, students and the public
- Ability to interact professionally with students, staff, faculty, and other members of the University community

- Ability to work independently and effectively as a member of the team to achieve department goals
- Intermediate proficiency required in Microsoft Office (Word, Excel, Outlook) in order to prepare emails, documents and announcements, and to input data into spreadsheets and databases and with content management systems (such as Cascade) to update websites
- Familiarity with software applications used by Western preferred – e.g. OWL, Cascade, PeopleSoft, Mustang Market
- Familiarity with academic calendar and programs offered at Western preferred
- Familiarity with Western policies and guidelines preferred

**d. Specialized Training, Licenses and Qualification:** (Type a “Y” to the left of those applicable)

	Class G Drivers License
	First Aid

Y	Other: Mental Health First Aid (can be acquired on the job)
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	Forklift License
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**e. Background Checks Required:** (Type a “Y” to the left of any/all required background checks)

Y	Education Verification
	Driver Abstract
	Police Criminal Record Check
	Police Information Check

	Credential Verification
	Credit Inquiry
	Police Vulnerable Sector Check
	Other:

**Working Conditions**

(Type a “Y” to the left of any applicable conditions where they are a regular part of performing the role. Note: “Regular” is defined as daily or almost daily)

**a) Physical Environment:**

Y	Normal Office or library
	Lab Environment
	Working outside in a range of weather conditions
	Working indoors in extreme hot, wet, cold or poorly ventilated environments
	Exposure to disagreeable odours
	Sustained machine or equipment vibration
	Exposure to dirt, grease, etc.
	Uncomfortable or cramped work space
	Constraints from personal protective equipment

	Exposure to high noise levels
	Exposure to chemical or biological substances
	Exposure to hazardous substances
	Exposure to contagious illness
	Increased probability of occupational injury
	Probability of physical harm from behaviorally difficult individuals
	Potential exposure to bites or other injuries from working with animals.
	Other (please specify):

**B) Psychological Environment:**

Y	Emotionally charged situations requiring listening or assistance/support – students in distress who require referral
	Exposure to suffering of others
	Isolated work spaces
Y	Unchanging or repetitive work
Y	Requirement to remain at work station

Y	Multiple/simultaneous deadlines
Y	Unpredictable / urgent assignments
Y	Ongoing interruptions
	Irregular work hours – occasional
Y	Evening or weekend work (no shift or premium paid) – Fall Preview Day or March Break Open House
	Other (Please specify):

**Physical Effort:**

Y	Alternating positions of walking, sitting and standing, with choice of position
	Maintaining one position without choice
Y	Bending/crouching
Y	Lifting/carrying
Y	Pushing/pulling
	Working in awkward/cramped position

	Walking on rough terrain
	Using/moving light tools and equipment
	Repetitive movements (other than keyboarding)
	Using/moving heavy tools / equipment
	Other (Please specify):

**Mental Effort:**

Y	Collecting information
Y	Interpreting data
Y	Filing
Y	Data entry
Y	Preparation of correspondence / reports
	Monitoring machines/equipment
Y	Scrutinizing documents/instruments for small details
Y	Spreadsheet creation
	Composing content of reports, manuals, correspondence, etc.
Y	Advising students
	Driving
	Using tools (i.e. power or precision)

	Performing experiments/protocols as per Standard Operating Procedures
	Routine equipment calibration
	Graphic design
	Crisis intervention
Y	Summarizing content or transcribing
Y	Analyzing and interpreting information or data
	Facilitating meetings
Y	Instructing / demonstrating
	Scientific observation
	Fabrication of tools/equipment
	Other (Please specify):

**Additional Notes on Working Conditions and Effort:**



Reason for Submission to Human Resources (Type a Y to the left of the reason):	
Evaluation and recruitment of a new role	Y
Evaluation and recruitment of an updated or redesigned role	
Evaluation of a redesigned role that is currently filled	

Distribution of Completed Document: