

Support Job Position Description

Section I: Position Information

Effective Date	2023-12-01	☒ Update Only	☐ Classification Review
Position Title	Academic Student Advisor, Bachelor of Nursing Programs and Bachelor Health Administration		
Position Number	999521		
Classification Level	R1		
Position Affiliation	☒ AUPE ☐ Excluded		
Department	Faculty of Health Disciplines		
Reports To	APO, Academic Advising Services		

Position Summary

Responsible for assisting students with academic program planning and the selection of appropriate courses in the Faculty of Health Disciplines' Bachelor of Nursing and Bachelor of Health Administration programs.

The incumbent will ensure that all student inquiries are dealt with in a timely and professional manner; assist program students and prospective students with the interpretation of institutional requirements and regulations; interpret student profiles; assist program students in drafting program plans; assist with complex administrative functions and processes; and maintain appropriate records.

Duties and Responsibilities

Responds to current student and prospective student program-related inquiries regarding the Bachelor of Nursing and Bachelor of Health Administration programs within the Faculty of Health Disciplines.

Monitors program student progress and provides proactive guidance to support student success.

Assists with complex administrative functions and processes within the Faculty of Health Disciplines.

Interprets institutional student assessments, analyzes information provided and advises on the selection of appropriate courses based on the student's program requirements and other personal and professional commitments.

Assists program students and prospective students, in consultation with the Office of the Registrar and other departments, with the interpretation of institutional requirements, policies and regulations.

Refers students to appropriate university department or faculty member, as necessary.

The ability to maintain and manage, along with other co-workers, emails within an alias or shared folder structure.

The ability to interpret information within DegreeWorks, Banner, and Grades.

Responds to student queries/complaints regarding administrative matters and tracks the University's dealings until resolved.

Set priorities and solves day-to-day problems and supports other team members as necessary.

Represents the Faculty of Health Disciplines and liaises with other University Departments, external agencies, and educational institutions on matters related to the Bachelor of Nursing Programs.

Occupational Health and Safety

Employees:

Responsible to participate in the AU OHS Program as required.

Supervisors:

Responsible for awareness of one's OHS Responsibilities as an AU employee and supervisor, for participating in the AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

Classification Factors

Context and Complexity

Extensive knowledge of the AU calendar, policies, and procedures, in particular the FHD Bachelor of Nursing and Bachelor of Health Administration programs. Familiarity with all aspects of the University, including services, new initiatives, organizational structure, policies, and procedures.

Excellent knowledge of the AU student systems, including Banner, DegreeWorks, and Grades, along with applications, such as Microsoft Office and Outlook 365. The willingness and ability to learn and adapt to new systems.

High quality of service to students.

Ongoing commitment, to learn and improve personal performance in areas of both past strength and development.

Good knowledge of the Freedom of Information and Protection of Privacy Legislation (FOIP) and Canada's Anti-Spam Legislation (CASL), and that they are closely adhered to.

Ability to work in a fast-paced environment under changing conditions with very high demands for services. A high degree of cooperation is demanded in the organization and performance of diverse tasks is particularly evident in this position.

The position requires excellent communication, time management and interpersonal communication skills as well as the ability to deal with difficult and demanding people.

Confidentiality and sensitivity to controversial issues is expected.

The ability to make quick decisions and to respond quickly to both routine and unusual requests. The incumbent must have the ability to identify, isolate and communicate student problems from students and all levels of the university including management. They must be able to offer effective, expeditious and satisfactory solutions to problems. They must also have the ability to negotiate and to find solutions to difficult problems and they must, when necessary, be assertive and control conversations to gather relevant information.

A great deal of tact and diplomacy is required.

Complete familiarity with all aspects of the university including courses, programs, services, new initiatives, the organizational structure and all policies and procedures in all university departments. The ability to interpret information is crucial and because many aspects of the university's operations often change, the incumbent must assimilate new information frequently.

Ability to handle a higher volume of work during certain periods of the month with a high tolerance for disruption. They must have the ability to manage time and set priorities to workloads, due to continually changing procedures to meet new needs, pressure of increasing registrations, and the unpredictability of student generated problems. A high degree of accuracy is essential in data entry of student information.

Ability to differentiate between providing information, advising, and counselling. Must have good listening skills to determine most appropriate supports for students.

Work Problems

The Academic Student Advisor must work under pressure with large volumes of emails and phone calls during peak periods creating extraordinary demands while accommodating numerous information requests. Dealing with difficult people further complicates the position.

The incumbent must use analytical, interpretive and/or constructive thinking in a variety of complex situations. The incumbent's work involves answering atypical questions requiring analysis and interpretation of regulations, policies and procedures.

The work performed must be accurate and of very high quality.

The incumbent must be able to resolve or refer student difficulties as appropriate to the APO or to supportive services such as AU Counselling or other mental health services.

The incumbent must recognize and set their own priorities.

The incumbent is responsible for accuracy and completeness of work.

Advise APO and/or Program Directors of potential problem areas and suggest possible solutions.

Authority

Accuracy and integrity of information being disseminated regarding the FHD Bachelor of Nursing and Bachelor of Health Administration programs.

Following general guidelines and working under minimal supervision, there is need for exercising independent sound judgement and decision making in interpreting and communicating information about the programs, services, policies and procedures. The accuracy and tone of communication is significant in recruiting and retaining students and poor communication could have a major impact on the university's operations and reputation.

Communicating university information and/or decisions regarding policies and procedures in all modes of communication.

Maintaining accuracy and integrity in one's day to day work, as errors may have substantial impact on the student's academic career.

Contracts and Communications

Extensive and comprehensive contact by telephone and email with students and prospective students.

Contact with faculty members, tutors, and staff within the University as a whole.

Contact with related external institutions, agencies and associations (e.g., provincial nursing associations and regulatory bodies).

The incumbent has access to confidential student information and must protect the integrity of that information. Must be familiar with, and adhere to, guidelines and procedures established by AU in accordance with FOIP and CASL.

Signatures for Section I

Incumbent Signature		Date Select a date.
Supervisor Signature		Date Select a date.

Section II: Qualifications

Qualifications

The following is a summary of the minimum skills required to perform the functions of this position:

- An undergraduate degree and 2 years post-secondary educational work experience in an advising position. Equivalent education and experience or a combination of these may be considered.
- Excellent interpersonal, organizational and time management skills are essential.
- Ability to think clearly and logically and search for solutions.
- Excellent, demonstrated knowledge of student information systems (i.e.,: Banner, DegreeWorks, Grades), along with Microsoft Office. Ability and willingness to learn to use additional applications and software as needed to fulfill the responsibilities of the role.
- The ability to be patient, understanding and helpful given the high degree of contact with students and other clients is a must. Working with a team of service providers and serving students are critical components of this position.
- Demonstrated use of written and oral communication skills including, but not limited to, listening, problem solving, conflict resolution and investigative skills are essential.
- Ability to work independently with minimal supervision and to recognize the need for keeping others informed, as required (APO, team colleagues or others as necessary).
- The ability to manage several activities at once, set priorities, work effectively under pressure, and maintain accuracy, along with meeting strict deadlines.

Signatures for Sections I and II

Department Head Signature		Date Select a date.
Executive Officer Signature		Date Select a date.
Human Resources Review		Date Select a date.