

## Support Job Position Description

### Section I: Position Information

Effective Date	2021-10-01	<input type="checkbox"/> Update Only	<input checked="" type="checkbox"/> Classification Review
Position Title	Practicum Administrator		
Position Number	999531		
Classification Level	Range 1		
Position Affiliation	<input checked="" type="checkbox"/> AUPE <input type="checkbox"/> Excluded		
Department	Faculty of Health Disciplines		
Reports To	Administrative Professional Officer - Practicum		

#### Position Summary

Briefly describe the main purpose(s) of the position.

Primary responsibilities of this position include completing administrative functions associated with the clinical practicum placement processes within the Faculty of Health Disciplines. The major duties include, but are not limited to, collection, tracking, and reporting of student practicum related documents/activities, utilizing a variety of student tracking software to retrieve/enter data from/to multiple systems. The incumbent may assist with logistics for Faculty, ie: skills lab, workshops, seminars.

The position requires technical and organizational skills, accuracy, and the ability to work with time sensitive deadlines. The incumbent must work in a team oriented, collaborative environment, which requires coordination and sharing of information. This position requires excellent, respectful, and confidential student service.

#### Duties and Responsibilities

Organize by key responsibility area and include % of time spent where possible.

- Provides administrative support to practicum programs associated with the Faculty of Health Disciplines; this may include both undergraduate and graduate programs.
- Ensures inquiries are dealt with in a timely and professional manner, providing clarity and guidance for practicum processes and policies, referring/escalating to the appropriate university employee/department when appropriate.



- Ensures student practicum eligibility, provides support to the student placement request processes, and disseminates pertinent information to students, instructors, and University depts regarding placements.
- Provides support for practicum placements. This includes efficiently tracking students' data in practicum database(s), submission drop boxes and spreadsheets ensuring information is correctly reflected.
- The incumbent assists in monitoring students' practicum placements; including student pre-placement requirements and/or documents. The incumbent is responsible for entering pre-placement data into other systems or documents, as required. eg: clinical reservation system; compliance reports.
- Assist with clinical practicum administrative processes, including but not limited to data entry; monitoring student progression leading up and during practicum courses; confirming various student practicum pre-requisite courses are completed; providing updated information to practicum students, and running reports.
- Ensures/tracks student practicum course registrations as part of the practicum set-up process in advance of courses commencing. Monitor course registration lists and withdrawals ensuring related practicum information is updated/communicated to appropriate University staff/departments.
- Work closely and provide information/student lists to the FHD staff/faculty/instructors, and other University departments, as required, to support student practicum processes.
- Provides assistance/coverage for FHD administrative staff, as necessary.
- Provides input to increase efficiencies in processes and systems.
- Adapts to changing requirements and guidelines of the University and/or external entities (eg: various Health Authorities placement requirements), as well as student needs.
- The incumbent may be required to provide information to students regarding the application process for the Toronto Police Service (TPS) Vulnerable Sector Search/Criminal check and completing other related processes.
- Participates in Program and Faculty meetings as deemed necessary/appropriate.
- Participates in university working committees as required.

- Data entry, electronic document filing, updating/purging files as required.
- Maintains an up-to-date procedure manual for position responsibilities.
- Assists with other duties within FHD as required.

## 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 FHD programs; specifically, practicum related.
- Knowledge of University policies and procedures as they relate to FHD programs.
- Excellent technical skills, as the incumbent will work in a variety of databases/systems.
- Good knowledge of the AU student and administrative systems.
- Willingness and ability to learn and adapt to new systems is necessary. The incumbent works 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.
- 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.
- There is ongoing need to make quick decisions and to respond quickly to both routine and unusual requests. A great deal of tact and diplomacy is required.
- Works on several diverse tasks at any given time, under restrictive timelines, routinely revising priorities, while maintain accuracy.

### Work Problems

- Analyze, interpret, and use constructive thinking.
- Accuracy is paramount due to the strict policies and procedures by external organizations (ie: AHS) that must be followed.
- Prioritize work to adhere to strict deadlines and during peak work periods.

- Ensures accuracy and completeness of documents, communications, and database/systems entries.

Authority

- Responds to information requests; while being aware when to consult or escalate to the appropriate University staff member.
- Following general guidelines and working under minimal supervision; there is need for exercising independent sound judgment and decision-making to communicating university information and/or decisions regarding policies and procedures.
- Organizes work and set priorities to ensure efficient and timely processing of documents and requests.
- Ensures applicable documents are correctly, electronically filed, and/or forwarded as appropriate.
- Maintains accuracy and integrity of data entry.
- Differentiate between providing information, advising, and counseling, and when required, direct questions/inquiries to others.

Contracts and Communications

- Must possess excellent communication and interpersonal skills in dealing with students, faculty, staff, and representatives from external organizations.
- Has access to confidential student information and must protect the integrity of that information and ensure that confidentiality is maintained by conforming to FOIP.
- Must clearly understand procedures and regulations so that students, staff, and faculty are well served in all respects.
- Provides information concerning University procedures and policies.
- Recognizes that poor communication skills could have a major impact on the university's operation and the success of students' progress through their programs.
- Maintain a respectful, courteous workplace environment when communicating with others and conduct oneself in a professional manner.

Signatures for Section I

Incumbent Signature		Date Select a date.
Supervisor Signature	<i>Evelyn Mitton</i>	Date Select a date.

## Section II: Qualifications


### Qualifications

Includes education, experience, skills, abilities and any other special qualifications required. The qualifications relate to the position not the incumbent.

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

1. An undergraduate degree with a minimum of one years' work experience in a related post-secondary setting is required. Equivalent education and experience may be considered.
2. Excellent interpersonal, decision making, organizational, and time management skills are essential.
3. Ability to think clearly and use independent judgment to search for logical solutions.
4. Excellent, demonstrated knowledge of student information systems (ie: Banner, Degree Works, Moodle), cloud-based practicum systems (Typhon), Microsoft Office 365 Suite. Experience with HSPnet is beneficial. Ability and willingness to learn to use additional application and software as needed to fulfill the responsibility of the role.
5. Demonstrated use of written and oral communication skills including but not limited to: listening, problem solving, conflict resolution and investigative skills are essential.
6. Ability to work independently with minimal supervision and to recognize the need for keeping others informed.
7. Ability to respect and maintain confidentiality.

### Signatures for Sections I and II

Department Head Signature		Date Select a date. 9th Sept 2021
Executive Officer Signature		Date Select a date.
Human Resources Review		Date Select a date.