HUMAN STUDIES & SERVICES - GRADE 6

Generic Position Overview

Family: Human Studies & Services

Cluster: HSS6

Note: Employees of Queen's University work in a challenging and diverse environment. Queen's is committed to encouraging the development of new skills and attributes in its workforce. It is critical that staff are able to adapt to a changing work environment and to acquire new skills as these become necessary.

Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.

Generic Position Summary: Collect research data from individuals through interviews and observation. Facilitate inter- and intra-organization communication, and prepare documents or reports regarding the data collected. Prepare instructional material for classes or workshops, present material, and monitor class progress. Modify curriculum as necessary to meet class needs under direction. Conduct remedial tutorials, answer questions, and refer to other services or resources as required. Plan activities and coordinate functions which serve the university community and increase participation, awareness, and knowledge of constituents. Establish contact with members of the Queen's and Kingston communities in order to share information and promote the department. May perform administrative duties as required, such as scheduling appointments, supervising and guiding junior staff, providing budget input, and representing the department/unit on committees or boards.

Primary Duties And Responsibilities: Collect research data from individuals involved in a particular project or study. Schedule interviews, perform data quality review checks, and deal with a variety of personal issues. Review interview protocols to ensure consistency and validity.

Facilitate communication between members of the unit/department and other appropriate individuals. Prepare documents or draft reports regarding data collected.

Prepare instructional material for classes or workshops which develop English as a Second Language (ESL) skills. Present material and motivate student participation. Assess abilities of class and tailor the subject matter and presentation style to maximize the learning experience. Monitor progress and discuss problems with supervisors.

Conduct remedial tutorial sessions and other academic aid programs. Answer
questions, provide a source for gathering more information, and refer to other services or departments as necessary.

Plan activities and oversee functions which serve the students, staff or faculty of the university and allow for increased participation and influence within various institutions and departments. Coordinate extracurricular activities which broaden the knowledge and experience level of participants.

Establish contacts with members of the Queen’s and Kingston communities in order to share information, expand resources, and increase awareness of activities and services offered by the department/unit.

Perform administrative duties as required, such as scheduling appointments, supervising and guiding junior staff, preparing requisitions or participating in budgeting. Represent the department/unit on committees or external organizations as delegated.

Undertake other duties as required in support of the unit or department.

**Required Background:** Three year post-secondary school program in a relevant area, with some related experience. Some positions may require a university degree in a relevant area, normally social sciences. Experience in specific areas may be necessary or may be considered an asset, such as tutoring, linguistics, ESL, or research methods. Communication skills (verbal and written) are important. Human relations and interpersonal skills are also required in order to work with a variety of people from many different backgrounds and perspectives. Consideration will be given to an equivalent combination of education and experience.

**Special Skills:** Typical skills that *may* be required in the performance of job duties include:

Analytical and organizational skills in order to assess information materials and data gathered from individuals and organizations.

Program planning skills in order to administer a variety of projects and to address the concerns of those involved.

Computer skills as required to complete the duties of the position (word processing and ability to perform routine work with the Internet an asset).

**Decision Making:** Examples of the types of decisions regularly made on the job:

Determine how to answer questions or requests for advice or guidance, and decide whether to refer individual to a supervisor or another department.

Determine content of training workshops or classes and decide how to present the material; determine in which ways a curriculum should be adapted to meet student needs, in consultation with others.
Determine which responses to interview questions do or do not reflect accurate or reliable information.

Decide when a problematic situation during an interview constitutes a more serious problem such as abuse or neglect and make reports to appropriate authorities.

Make decisions regarding the allocation of resources and budget preparation in consultation with senior supervisors.

Set job priorities and work flow for oneself and for junior staff.

**Supervisory Responsibilities:** May be supervisory duties in some positions. May delegate, hire/fire, conduct performance appraisals, and discipline.

_Last update: December, 1999_