HUMAN STUDIES & SERVICES - GRADE 7

Generic Position Overview

Family: Human Studies & Services

Cluster: HSS7

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: Advise, guide and counsel others with regard to issues which affect their personal, professional, or academic life. Provide information or other resources, and advise on regulations, policies and procedures. Refer individuals to other services or departments as required. Develop a body of knowledge on resources, agencies, and other initiatives that may be useful to others. Gather and disseminate information through research, interviews, publications, and public speaking. Write and distribute reports. Strive to create a positive relationship between relevant groups of individuals. Create understanding, appreciation, and coordination among constituents. May provide medical nursing services as required. Assess the needs of a group and administer programs to meet these needs. Perform administrative and human resources duties as required.

Primary Duties And Responsibilities: Advise, guide, and counsel students regarding issues which affect their personal or academic life. Provide information and resources in a particular area of expertise, (e.g., course selection, career opportunities, or international exchange programs). Advise on university or faculty policies, procedures, and regulations with respect to personal or academic issues. Where appropriate, refer students to other services or departments for specialized counselling or assistance.

Develop and maintain a body of knowledge on resources, agencies, and other units or work-related initiatives. Gather and disseminate information through research, interviews, publication distribution, public speaking, etc. Develop and maintain databases of information as required, perform information entry, processing, and statistical analysis.

Interpret or synthesize data, policies, or other information as required. Write reports and distribute them to all interested parties. Ensure flow of information between project group members.
Strive to create a sense of well-being and openness between groups of individuals. Create understanding, appreciation, and coordination among constituents. Serve on committees or panels as representative of the department or to provide perspective or expert information. Provide a venue to openly listen to and evaluate new ideas and concepts. Provide constructive feedback as appropriate.

Provide nursing services. Assess patient needs and problems quickly and accurately to ensure that appropriate care is provided. Provide information and counselling regarding health and lifestyle practices. Perform tests and procedures ordered by physicians and explain treatments and methods. Administer medications. Keep accurate records of patient activity. Monitor and evaluate response to treatments and report abnormal results to appropriate person. Institute appropriate measures in response to an emergency situation.

Assess the needs of a group of individuals and administer appropriate programs to meet these needs. This may include designing, developing, and delivering workshops, seminars, and publications. Edit or write articles for newsletters, magazines, brochures, etc. May design layout of text, graphics, charts, and tables in collaboration with others.

Coordinate the provision of services which serve academic, administrative, or personal purposes. Examples are the Transfer Credit and Letter of Permission functions, and the International student exchanges and orientation. Participate in the design and development of new systems and automated functions within the department or unit.

Perform administrative and human resources duties as required, including hiring, training, motivating, and assessing the performance of junior staff. Delegate duties, and coordinate workflow of others. Oversee advertising and public relations initiatives. Encourage the use of all services available and maintain contact with others throughout the community to increase awareness.

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

**Required Background:** University degree in an area relevant to the duties of the position as described above, normally Social Sciences, with some related experience. Specialized training (eg. Nursing, CPR) or a graduate degree may be required in some positions. In particular, experience in education, counselling, and administrative practices (including supervision) are valuable or required. An appreciation of the student lifestyle and experiences, particularly with respect to Queen's University, are desirable. An understanding and mutual respect for all constituents and an ability to communicate openly and effectively with them. Human relations, interpersonal, and communication skills (written and verbal) are integral to this position. Incumbent must be able to relate well with others, listen, and provide clear, empathetic and pertinent information and advice. Maintain
strict confidentiality. 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:

Ability to take the perspective of another individual and gain a thorough understanding of the diverse challenges they face. Must possess an ability to be both adaptable and flexible.

Creativity and drive in order to provide unique perspectives to those seeking assistance and to find a variety of solutions to a problem.

Analytical and interpretive skills to organize and process statistical data. Research skills in order to gather and disseminate information.

Program planning skills in order to administer a variety of projects.

Computing skills and ability to provide administrative support as required. Knowledge of word processing, database, and statistical analysis programs, and ability to learn new software as necessary.

Management and supervisory skills to supervise, organize, and motivate junior staff.

Ability to work both independently and as a team member.

Knowledge of current theories and issues in the health field as required (contraception, Sexually Transmitted Diseases, nutrition, etc.).

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

Determine the best recommendations to make when approached for advice, guidance or counselling. Decide how to go about getting the information necessary to make a sound suggestion. Make decisions and suggestions when mediating grievances.

Decide what information an individual is truly in need of considering their situation and problems in perspective and provide a means to find that information.

Determine new or additional services to better meet changing circumstances through regular reviews of processes and policies.

Determine and implement appropriate practices and procedures to efficiently deliver services and information to students and departments.

Determine appropriate exceptions to policy and regulations in response to an individual's particular situation. Decide when to involve others in decision making.
Decide when to refer individuals to another department or service. Provide alternate resources or means to accessing other resources.

Provide academic alternatives to individual students based upon such factors as career aspirations, personal circumstances, and academic history and ability.

Determine the best strategies for helping individuals to increase awareness of their potential and possibilities for their future.

Exercise judgement to adapt medical or nursing procedures to individual needs. Monitor and evaluate response to treatment and level of intervention required.

Make administrative and human resources decisions for the department or unit, such as content of training sessions, delegation of duties, budget allocations, and hiring/firing decisions.

Make editing decisions. Determine a publication's content and write articles. Coordinate information, material, facilities, and logistics for research projects.

Screen and process information for communication to the university community.

**Supervisory Responsibilities:** Supervisory duties may include delegation, hiring/firing, discipline, and conducting performance appraisals.

*Last update: December, 1999*