HUMAN STUDIES & SERVICES - GRADE 8

Generic Position Overview

**Family:** Human Studies & Services

**Cluster:** HSS8

**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: Provide information, advice, guidance and career, academic or personal counselling to individuals. May provide specialized advice or counsel (e.g., legal or health). When necessary, incumbent refers individual to other services. Plan, implement, and evaluate programs offered through the department or unit. Ensure access to information and resources. Develop and conduct information/training sessions or workshops. Ensure that the needs of constituents are being addressed as effectively as possible. Communicate and liaise with other departments, agencies, and individuals in order to increase awareness or facilitate communication. Act as advocate or intermediary to resolve conflicts. Represent individuals and their concerns to decision-makers and promote public relations. Supervise or lead junior staff, volunteers, or a project team. Organize special events. Perform administrative and human resources duties as required.

**Primary Duties And Responsibilities:** Provide training, information, advice, and career, academic or personal counselling to individuals. Guidance may be in a particular area such as career counselling or international student issues. May provide legal advice, assistance, or representation to clients. Assess an individual's situation and recommend strategies for making optimal progress towards goals. Advise on university or faculty policies, procedures, and regulations with respect to personal or academic issues. When necessary, refer individuals to other university or community services for personal, medical, or academic concerns.

Planning, implementation, and evaluation of programs offered through the department or unit. Ensure access to information and usefulness of resources. Develop, conduct, or oversee the delivery of workshops and presentations. Provide orientation and training programs. Remain current on issues relevant to the focus of the position by means of research and outreach programs. Ensure that the unit or department is responsive to and
supportive of constituents, and provide services which result in increased awareness, esteem, or a broadened skill set. Ensure cases are handled in full compliance with applicable guidelines, legislation, and regulations.

Communicate and liaise with other departments, agencies, and individuals in order to promote services, further the interests of constituents, or exchange information. Facilitate communication between members of a group and resolve problems as they arise. Act as an advocate or intermediary to address problems between individual students, instructors, administration, etc. Represent individuals and make the community aware of issues affecting students, staff or faculty to ensure a fair and equitable solution. Organize public relations or advertising campaigns to increase the presence and influence of Queen's and its students, staff and faculty outside of the university. This may involve actively locating positions for graduates and organizing job fairs and other activities which promote awareness of the institution, its work, and its people.

Supervise or lead staff, volunteers, students, or a project team. Oversee the delivery of a function or the completion of a particular duty. Organize special events or activities and ensure that services are timely and relevant. Evaluate programs and policies and recommend and implement changes as required.

Perform administrative duties as required by the position. Respond to correspondence and requests for information. Act as department or unit resource person. Set budgets and participate in resource allocation. 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, normally Social Sciences, with several years of related experience. Specialized training or a graduate degree may be required in some positions (such as nursing or law). Experience and/or training in interviewing/counselling, education, or administration are often required. Experience working in a university environment will be considered an asset. An understanding of student lifestyles and typical problems through personal experience and an ability to effectively communicate is vital. Experience working with many different people from a variety of groups and backgrounds is helpful. Demonstrated human relations, interpersonal, and communication skills (written and verbal). Ability to listen, observe, evaluate, and respond in a helpful and appropriate manner is required, while respecting the rights and dignity of others and being non-judgemental. 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 guide and motivate others and to encourage cooperation and open
communication.

Ability to create new, novel solutions to a problem or approaches in resolving an issue. Pro-active and innovative in approach to service delivery. Adaptability and flexibility in dealing with a variety of people and situations. Understand challenges facing members of particular groups.

Research and writing skills. Ability to analyse, process, and synthesize data as necessary. Planning and organizational skills are necessary.

Administration skills including supervisory and leadership ability.

Knowledge of computer software relevant to the duties of the position, and ability to learn new software as required.

Knowledge of current theories, developments, and issues in the incumbent's particular area of expertise in order to provide useful and timely information to others.

Ability to maintain a high standard of professional conduct and ethics.

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

Determine best recommendation to make when approached for advice, guidance or counselling. Decide how to go about getting the information necessary to make an appropriate and helpful suggestion. Help others to realize their potential and make appropriate choices to maximize their success.

Provide alternatives to individuals based on aspirations, circumstances, history, and ability. Guide decisions and increase awareness of options.

Identify services or functions that need improvement or determine when a new service should be offered, and recommend appropriate solutions. Participate in the implementation of modifications and introduction of new services as required.

Determine content and delivery method of training seminars, information sessions, and instructional materials. Coordinate information dissemination to program participants and the entire community as appropriate.

Decide when to refer individuals to other services or departments as required. Determine when a crisis or policy matter should be referred to a senior administrator.

Determine when to make exceptions to regulations or waive deadlines in consideration of personal circumstances or situations.

Decide how to organize and publicize services or events by evaluating several
factors such as cost effectiveness, need, interest, etc.

Make human resources or administrative decisions such as level of staffing, hiring/firing decisions, and budget/resource allocation decisions. Oversee work of others and delegate duties as required.

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

_Last update: December, 1999_