HUMAN STUDIES & SERVICES - GRADE 9

Generic Position Overview

Family: Human Studies & Services

Cluster: HSS9

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 a wide range of information, support and counselling to individuals on a variety of concerns and problems. Provide therapeutic interventions and conduct assessment interviews. Aid in the development of personal skills. Familiarize individuals with resources available or make referrals to other services. May act as advocate for individuals with special needs in order to ensure that their concerns are recognized. Write reports, deliver presentations, and suggest policy changes. Provide expert information and guidance in the incumbent's area of specialization. Ensure all appropriate guidelines and regulations are met. Recruit, train, and supervise junior staff. Develop and deliver information sessions. Coordinate the procurement of instructional equipment and ensure that technology is being used to the greatest capacity possible in the department/unit. Strive to maximize the safety, security, and well-being of all constituents. Facilitate communication and encourage the transfer of knowledge. May perform some administrative duties as required, including human resources duties, budget preparation, and public relations or advertising. May act as departmental contact and serve on boards and committees on behalf of the department. Perform professional duties as required, including administering or managing clinics which provide health or legal services.

Primary Duties And Responsibilities: Provide information, advice, support, and counselling to individuals on a wide range of personal, academic, and career-related concerns and problems. Guide decisions and provide therapeutic interventions to clients experiencing emotional or psychological problems or trauma. Conduct assessments and interviews/discussions, and interpret results in order to determine appropriate course of action. Aid in the development of other personal skills such as stress reduction, study skills, and employment skills. Keep records of client history. Familiarize constituents with available resources and refer
individuals to other services or departments in the university or community as appropriate.

Act as advocate to individuals with special needs or in special circumstances in order to ensure their concerns are recognized by the university and the larger community. Write reports and deliver presentations recommending accommodations, remedial strategies, policy and procedure revisions, and implementation of changes.

Provide expert information and guidance in particular area of specialization. Develop, analyse, review, and implement complex policies and procedures which relate to incumbent's work and ensure that those involved follow all practices and regulations as required. Determine implications of policy and monitor responses. Ensure that all those affected are treated equitably and with sensitivity. Respond to questions and address concerns.

Recruit, train, educate, supervise, and support junior staff. Organize and coordinate training and professional development for staff or students. Provide leadership and direction. Develop, implement, and conduct workshops and seminars as appropriate. Coordinate the provision and procurement of instructional equipment and ensure that technological resources are fully utilized to maximize educational value. Select appropriate learning resource materials and provide advice and assistance to students, staff, and faculty. Incorporate new technologies and advances into the department's programs as resources allow.

Strive to maximize safety, comfort, security, and well-being of all constituents in Residence. Provide an atmosphere conducive to learning and healthy living, and which follows guidelines of the department or university, including being receptive to needs and responsive to suggestions and inquiries. Facilitate communication between various individuals or groups and encourage the transfer of knowledge.

Perform administrative duties as required. Draft reports, perform human resources duties, set budgets, and monitor resource allocation. Design and implement advertising and public relations projects in order to make community aware of services offered by the department or unit. Communicate with colleagues and solicit their help in increasing awareness, providing quality services, or exchanging relevant information. Investigate various sources of funding for the unit. Act as departmental contact, liaise with external agencies, and represent division on committees or boards.

Perform professional duties as required by the position. Administer and manage clinics offering specialized services such as legal aid or nursing and health care. May draft pleadings, make court appearances, and interact with other legal professionals. May oversee provision of adequate supplies, equipment, vaccines, and medication, direct patient care, provide physiotherapy services, and liaise with other agencies.
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, with substantial related experience. In many cases, a graduate-level degree is required. Some positions require specialized training or professional certification, such as an LLB, or Physical/Occupational Therapy or nursing diploma/degree. Experience and/or training in counselling, education, or administration will be considered an asset. Understanding of the Queen's community and typical student issues with an ability to relate to students is crucial, preferably gained through personal experience. Some experience in computing or technology may be an asset. Extensive knowledge of current research, literature, and trends in applicable fields of study. Demonstrated expertise, competence, and commitment in the focus area of the position is required. Highly developed human relations, interpersonal, and communication skills (written and verbal). Ability to listen, observe, deduct, and evaluate a wide range of behaviours, problems and issues is necessary. Respond in a manner that is helpful, tactful, and nonjudgemental. Must be able to provide objective, fair, and impartial guidance. 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 present information, advice, and guidance in a clear, concise, and helpful manner that inexperienced individuals can appreciate and understand.

Creative and innovative problem-solving skills.

Must be able to adapt to many personality styles and to remain flexible while upholding all ethical and regulatory responsibilities. Ability to build a consensus within a diverse group. Ability to motivate, direct, persuade and cooperate with others. Must be receptive and responsive to suggestions for change.

Must possess a variety of personal traits that allow one to carry out the duties of the position: discretion, temperance, compassion, political and emotional sensitivity.

Ability to carry out tests and assessments and carefully analyse and interpret results.

Ability to coordinate multiple services, develop and implement administrative policies, and set goals and objectives for the department or unit. Leadership ability and solid professional judgement. Assess priorities and handle many different projects and problems simultaneously, including crisis situations. Budget time to address unanticipated issues, either real or perceived, which result in excessive time costs and potential financial loss.
Specialized skills in computers or technical equipment, or other equipment specialized to the position as in nursing, may be required.

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

Determine needs of constituents, increase awareness of concerns and decide how to implement changes. Collaborate with others to determine policy and procedure modifications.

Make decisions regarding the most appropriate methods to apply in dealing with client's problems. Evaluate severity of problem and appropriate course of action, including referral, if necessary.

Determine how to allocate time and resources in order to best serve the community. Make budgetary and funding decisions as required.

Determine effective strategies for providing services, and decide which new services should be offered or how to improve on existing programs.

Decide on how to best publicize and present information. Determine the content of documents produced by the department or unit.

Make assessments with respect to safety matters and decisions regarding potential implications of various actions.

Decide on alternatives and determine a range of solutions to a problem.

Decide on content and delivery method of training and information programs.

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

*Last update: December, 1999*