UNIVERSITY OF VICTORIA
CUPE LOCAL 951 POSITION DESCRIPTION

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<tr>
<th>JOB:</th>
<th>Secretary/PB6</th>
<th>TITLE:</th>
<th>Reception/Office &amp; Admin Assistant</th>
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<tr>
<td>DEPARTMENT:</td>
<td>Counselling Services</td>
<td>POSITION NO:</td>
<td>992498</td>
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<td>SUPERVISOR:</td>
<td>Department Secretary</td>
<td>LAST UPDATED:</td>
<td>July 2016</td>
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SUMMARY: *(Provide a brief summary of the primary functions and purpose of the position)*

Counselling Services is a unit within Student Services situated in the larger division of Student Affairs. Counselling Services is responsible for the effective overall delivery of the University’s Counselling Centre operations and all related programs and services offered through the centre for approximately 20,000 graduate and undergraduate students.

Recognizing the complex needs of this unique and diverse population, Counselling Services always strives to deliver programs and services that evolve to meet the changing student demographic. Utilizing a highly skilled and committed team of professionals and office/administrative staff, Counselling Services offers a comprehensive model of services/programs focused on personal, learning, and career counselling at the Centre and throughout campus designed to facilitate and support student development and success. Specific services/programs include:

- Programs focused on developmental needs, which maximize students’ potential to benefit from the UVic academic experience.
- Individual and group counselling that attends to student challenges, transitions, and opportunities.
- Consultative services to members of the University community that foster the intellectual, social and emotional development of students.
- Training mentorship for staff, student leaders, practicum counsellors, peer helpers, and others in the University community
- Crisis intervention and emergency response through cooperative arrangements with other community resources
- Research and evaluation to improve the effectiveness of student success programs and initiatives

Counselling Services is comprised of approximately 2 administrative staff, 12 clinical staff and 5 practicum students. Counselling Services constantly focuses on offering services and programs linked to University objectives related to student success that are evaluated through innovative and timely assessment practices. Counselling Services fosters and leads a number of strategic institutional relationships in order to deliver on departmental, divisional, and institutional planning initiatives and goals.

The position has primary functions of client reception, client information, and office clerical duties within a team based setting. Key responsibilities include engaging with clients, managing client information, providing clerical support professional staff of psychologists and counsellors, and contributing to a collaborative team climate.
## MAJOR RESPONSIBILITIES AND DUTIES: (In order of importance to a maximum of 8)

### 1. Responsibility: Engaging with Clients
#### Duties:
- As first point of contact greet clients in a professional and compassionate way, obtain relevant information, assess client requests, and support distressed clients needing urgent attention in person, by telephone or email.
- Must be able to respond appropriately to clients presenting in emotional crisis and with significant mental health issues and due to the sensitive nature of clients and information managed by Counselling Services, must have the ability to maintain strict confidentiality according to relevant professional and legal standards
- Respond to a broad range of walk-in and telephone inquiries. Provide clients with practical and up-to-date information about counselling services and counsellor access, give information about external referrals and access to programs and student services available on the UVic campus, (e.g., Health Services; Resource Centre for Students with a Disability) and off campus
- Respond with sensitivity and respect to students, staff, faculty from a variety of cultural and language backgrounds. Provide a safe and confidential environment
- Keep up to date on post secondary student concerns and counselling needs; employ triage knowledge, skills and protocols to ensure clients receive timely access to appropriate practitioners and/or programs
- Use electronic scheduling system to make client appointments
- Assure security and confidentiality of verbal, written and electronic data
- Work collaboratively with office and professional staff

### 2. Responsibility: Managing Client Information
#### Duties:
- Coordinate client care information with counsellors, maintain efficient workflow; retrieve and store client files prior to and after appointments
- Compile and maintain client files and records, including use of, Banner and new electronic record management system (i.e., Titanium)
- Receive and record client payments (money, cheques) and issue client receipts for services, as outlined by UVic policies
- Support transition and proficiency from paper-based client records to an electronic record system; problem solve and adapt procedures, protocols, and work flow to accommodate program innovations and transition to new technologies
- Be very proficient in the University policy on privacy

### 3. Responsibility: Providing Clerical Support to Staff and Practitioners
#### Duties:
- Support the orientation and mentoring of new staff, practicum and work study students assigned to learning placement within the centre
- Manage mail and compose general correspondence and information requests; update procedures and other manuals as requested with respect to Counselling Services renewal, transitions and innovations
- Compose, edit and type a variety of confidential correspondence, documents and memoranda, edit confidential letters for counsellors and provide admin support for counsellors as needed
• Process confidential University documents (e.g., Academic Concession Form) with accompanying letter
• Telephone students regarding appointments, workshops and other confidential information
• Order forms, handouts using printing requisitions, oversee operation of photocopy equipment by ordering supplies and telephoning for repair, send/receive faxes, distribute mail, coordinate key handling procedures for department
• Maintains supply of reading material, pamphlets, group advertising in waiting room, lobby and on bulletin boards in a neat and tidy manner
• Maintain a variety of office supplies, office stationary and educational material. Ensure appropriate levels of supplies
• Manage and maintain the automated record system and updates to the Counselling Services, Lending and Professional Libraries; Cataloguing books for library system, send overdue reminders, produce inventory lists periodically
• Open and/or close office; and contribute to safety and security processes established for office
• Provide coverage for other office staff

4. Responsibility:
Contributing to a Collaborative Team Climate

Duties:
• Provide confidential client-centered care, in which clients are served with a caring, attentive and responsive team approach
• Foster respect and trust with team members so as to cultivate a cooperative team spirit
• Employ effective team communication to ensure sharing of relevant and timely information
• Engage in informal team interactions and formal team meetings in order to contribute to care coordination and team effectiveness
• Participate in learning and professional development opportunities; contribute to knowledge exchange and quality improvement initiatives

REQUIRED QUALIFICATIONS:
Identify the qualifications required to perform the job. These should be directly related to the work and not to the education and experience level of the current incumbent.

Skills:
• Excellent computer, organizational, and clerical skills
• Ability to use various computer applications to support office operations
• Ability to communicate effectively (written, oral, electronic, phone), exercise active listening skills, patience, judgement, and discretion when dealing with students, faculty, staff, parents and the general public
• Must have strong ethic of student service, consistently demonstrate a warm, compassionate, and calm reception to clients and others, despite high volume and working under pressure
• Ability to work collaboratively with a diverse group of students, faculty and staff, often in the context of emotional distress and/or crisis
• Ability to work under pressure, and multitask despite regular interruptions by staff, clients, phone, etc
• Must show discretion, good judgment and the ability to work independently
• Ability to be flexible and adaptable in this highly specialized environment
• Ability to take initiative, organize workload efficiently to meet deadlines
• Ability to engage in good interpersonal relations with team members
• Ability to meet standards of confidentiality
- Ability to be culturally sensitive
- Ability to receive, organize, and prioritize work effectively and efficiently
- Ability to comply with university policy and procedures
- Ability to be self-directed and carry out the duties of the position with precision and accuracy
- Ability to maintain regular scheduled hours of work
- Must be very familiar with UVic services and programs and have some familiarity with community referrals

**Specialized Knowledge/Education:**
- Demonstrated knowledge of computers and associated software (Windows PC Operating System, MS Word/Excel/Outlook/PowerPoint, Basic Banner, Internet Search Engine experience; Basic Typing Speed 50 wpm) and online information systems
- Demonstrated knowledge of/or ability to become proficient in specialized Counselling Centre scheduling/database software (i.e., Titanium)
- Demonstrated knowledge of web-based editing tools (e.g., Cascade)

**Experience:**
- Prior experience working in a counselling or mental health office required
- Prior experience working with a young adult population required
- Social Media experience preferred
- Mental Health First Aid certificate or equivalent would be an asset

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