

Job Description

Job Title:	Professional Graduate Programs Coordinator
Department:	School of Public Health and Health Systems
Reports To:	Directly: Administrative Officer; Functionally: Associate Director, Professional Graduate Studies
Jobs Reporting:	Professional Graduate Programs Assistant
Salary Grade:	7
Effective Date:	July 2018

Primary Purpose

Under the direction of Administrative Officer, the Associate Director, Professional Graduate Programs and the Director of the School of Public Health and Health Systems (SPHHS), the incumbent supports the effective and efficient delivery of academic and administrative services to graduate students in the SPHHS Professional Programs: Master of Public Health (MPH), Master of Health Informatics (MHI) and Master of Health Evaluation (MHE). A significant aspect of the job is operational leadership, oversight of professional graduate academic counselling and advising, and being the primary point of contact for prospective, transferring and current professional graduate students during their tenure in the School. The incumbent works with the Associate Director, Professional Graduate Programs to liaise with instructors/advisors, students, as well as external groups and agencies to the School and University to coordinate relevant procedures and activities. The incumbent must be knowledgeable of University of Waterloo policies and procedures as they relate to the functioning of the Professional Graduate programs and graduate programs at the university more generally. Communication skills are a key component of every aspect of the coordinator position.

Key Accountabilities

Business Processes and Administration

- Central position for all professional graduate program activity, performing a complex range of functions that are necessary for the proper academic support during a graduate student's full academic cycle.
- Counsels and provides guidance, reports and direction regarding relevant administrative procedures as they relate to the Professional Graduate Programs within SPHHS to students, faculty, special lecturers, preceptors, staff, Professional Graduate Programs Committee and senior administrators.
- Advises and collaborates with the Associate Director – Professional Graduate Programs on logistical and policy implications of program decisions, ensuring that SPHHS student graduate policies and procedures are in alignment with the University of Waterloo. Works with the Associate Director on activities related to the evaluation of all aspects of the Professional Graduate Programs including courses, recruiting etc.
- Researches and initiates use of new tools that will assist in efficient operation of the programs.
- Manages petitions, appeals, and letters of permission and student accommodation requests. Consults with the Graduate Studies and Postdoctoral Affairs Unit and Associate Dean - Graduate Studies in the Faculty of Applied Health Sciences as needed to maintain consistency in student records and compliance with university policies and procedures.
- Participates in the Curriculum Review and Renewal Project working alongside program instructors and the Associate Director of Professional Programs and Centre for Extended Learning (CEL) to update and revise existing Professional programs.

- Organizes online training with CEL for PHS course preceptors (online teaching assistants). Based on results of training, assigns preceptors to PHS courses in consultation with the SPHHS Associate Director Graduate Studies and course instructors.
- Coordinates two on-campus course sessions annually for graduates (Orientation during Foundations of Public Health and final Capstone).
- Implements and conducts the online orientation sessions for new students in the fully online professional programs in the School to provide the most positive student experience.
- Serves on numerous committees within SPHHS, AHS and UW, acting as resource and advisor for professional graduate programs.

Academic Services and Student Advising

- Provides confidential advising to students of their individual course and program/plan selection within the context of their educational and career goals during the academic cycle (guidelines, course requirements, milestones, etc.) in accordance with University policies and procedures. Responses can be by telephone, in-person, and in writing; sensitive to the needs of a wide client base including internal/external transfer students, international students, and students registered with AccessAbility.
- Primary contact for students in crisis. Provides immediate direction to students in a sensitive and confidential manner (academic concerns or personal matters). Connects students with appropriate campus resources and support (Ex. Counselling Services, UW Campus Police, Here 24/7, Good2Talk, etc.).
- Reviews the academic progression of students, including annual progress reports, in the Professional programs and their intent to graduate. Works closely with the Graduate Studies Records team to implement the course progression changes required.
- Advises students on scholarship opportunities, provides updates and disseminates information to students with respect to their eligibility, advises students on procedures and deadlines for applying to scholarship competitions.
- Assists in the resolution of highly sensitive matters brought forth to the Associate Dean of Graduate studies as needed.
- Manages enrolment permissions, course overrides and Ontario (Canadian) Visiting Graduate Student (OVGS, CUGTA) applications and requests.

Staff Management and Leadership

- Supervises the Professional Graduate Programs Assistant, assigning and monitoring tasks to ensure necessary support for the successful delivery of all SPHHS graduate activities and University policies and procedures are followed.
- Manages the recruitment cycle and hiring process of the Professional Graduate Programs Assistant, working with the Administrative Officer and HR through iCiMS process.
- Ensures staff compliance and adherence to University of Waterloo policies, SPHHS best practices and health and safety standards.
- Participates in the hiring of co-op students, providing mentorship in administrative and project-related areas of responsibility, and performance coaching if needed.
- Approves vacation requests, monitors absenteeism and conducts yearly performance reviews.
- Leads working groups and other events to influence/progress the knowledge and culture of professional graduate program practices for the School of Public Health and Health Systems.
- Ensures the effective project management of professional program projects, including personnel needs and resources, as well as defining, monitoring, reporting, and refining of appropriate measuring and reporting metrics.

Admission Strategies

- Liaison in the Graduate admission process between the applicant, SPHHS, AHS and the GSPA.

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- Analyses and evaluates best practices from each admissions cycle, produces a strategy for the admissions process.
- Coordinates application and admission procedures of 500+ applications in coordination with the Professional Graduate Programs Assistant and co-op student, communicating with applicants to verify personal data, academic history, transcripts, etc. Participate in the SPHHS Professional Graduate Programs Admissions Committee meetings.
- Proactively and efficiently manages and balances the expectations of the SPHHS faculty members to achieve enrolment goals and targets.
- Advises recent undergraduates and mature students, through attendance at conferences, phone or email conversations or face-to-face meetings, on procedures and requirements for admission to programs, in coordination with the Professional Graduate Programs Assistant

Communication

- Develops and implements strategies for promoting professional graduate programs and maintaining contact with prospective students.
- Responds to inquiries regarding the Professional Graduate programs from prospective and current students, faculty, staff, UW Graduate Studies, and external stakeholders retaining professionalism and confidentiality.
- Maintains the SPHHS Professional Program section of the Graduate Academic Calendar. Prepares SPHHS submissions for approval by SGRC.
- Identifies key profile opportunities for the SPHHS website as well as content for the graduate studies brochures and other appropriate promotional materials for recruiting in the professional programs.

Print and Website Communication

- Creates and maintains accuracy of the Professional Graduate Programs information, course descriptions, handbook, calendar, websites and Learn Community Groups, according to UW guidelines. Works closely with the Associate Director, Graduate Research Programs and the AHS Marketing and Recruitment Specialist.
- Organizes and secures all materials required for program administration, description, review and evaluation. Maintains program statistics on class composition, academic background, graduation, eventual employment, and provides analytical reports as needed.
- Develops and administers the online student information site in Learn.

Recruitment and Marketing

- Prepares and updates recruitment brochures and exhibit booth banner. Works with the AHS Communications team to ensure communications are consistent with UW standards and are attractive to potential students and faculty members with regards to items such as specializations, awards, opportunities, etc.
- Coordinates sponsorship advertisements in collaboration with the AHS Graduate Studies Marketing and Recruitment Coordinator and actively participates in professional conferences, promoting the School's Professional Programs.
- Identifies, develops, promotes and attends student and recruitment events on behalf of SPHHS with a mindset of continuous improvement for future events.
- Coordinates visits and events for prospective graduate students.
- Identifies and organizes faculty attendance at events and conferences for promotion of SPHHS graduate programs.

Scheduling timetable representative

- Consults with the Director on course scheduling, teaching and service assignments for the professional programs.

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- Reviews program requirements and proposed course scheduling to proactively identify conflicts and resolve problems. Maintains close working relationship with other graduate and undergraduate programs in the School.
- Monitors enrolment reserves, enrolment capacity and enrolment activities for Public Health Sciences courses. Develops reserves for specific courses as needed.
- Maintains records and compiles information on enrolment and analyzes reports on programs and teaching histories to facilitate the decision-making process regarding departmental teaching.
- Liaises between SPHHS and Centre for Extended Learning in regards to course scheduling and course development.

Required Qualifications

Education

- University degree required (or equivalent education and experience in a related field). Master degree an asset.

Experience

- Experience in and commitment to providing academic support and counselling for graduate education and training.
- Requires experience interpreting academic policy and drafting program related administrative procedures

Knowledge/Skills/Abilities

- Must acquire and maintain in-depth and current knowledge of the SPHHS Research Graduate curriculums and academic requirements
- Will preferably have an in-depth knowledge of relevant policies, academic records systems, and best practices of the University, AHS and SPHHS
- Demonstrated problem-solving and analytical skills are required to deal with inquiries from distressed and academically struggling students
- Must possess excellent problem solving abilities and good judgment
- Must display excellent organizational skills and the ability to prioritize, handle multiple assignments and deadlines
- Demonstrated ability to work independently and lead a team in a fast-paced environment is required
- A high degree of knowledge for managing the cycle of applications, admissions, academic progression, scholarship and graduation, enrollment projections and all administrative operations related to these processes is an asset
- Must have demonstrated excellent interpersonal and communication skills (both verbal and written), including the ability to produce reports and have sensitivity to the needs of a wide client base
- Must possess excellent computer skills including proficiency with the latest word-processing and spreadsheet software, OnBase, UW-Desire2Learn, Quest, Infosilem, Workday, Content Management System (preferably Drupal based)
- Must maintain student confidentiality and the privacy rules that govern these cases at all times

Nature and Scope

- **Contacts:** Conveys key information on the professional graduate programs to faculty, staff, students, and external stakeholders. This position requires excellent communication, organizational and problem solving skills; the capacity and demeanor to deal professionally with and independently counsel current and prospective students. The individual liaises with the programs and students, potential students, faculty members (some who are cross-appointed or external to SPHHS), Applied Health Studies Office, Graduate Studies Office, the Centre for Extended Learning, Centre for Teaching

Excellence, Student Success Office, Career Services, practicum host sites, and other external contacts.

- **Level of Responsibility:** The incumbent is expected to show initiative and be able to work independently with minimal supervision as well as in a collaborative team environment. The coordinator supervises the Professional Graduate Programs Assistant and a co-op student, assigning tasks and ensuring University policies and procedures are followed.
- **Decision-Making Authority:** The incumbent independently counsels current and prospective students. The individual is accountable and responsible for delivering administrative support to the clients of the School by making decisions that support departmental and university procedures/policies and expectations for the Professional Graduate Programs.
- **Physical and Sensory Demands:** There is a frequent need to give close attention to various stimuli such as written material and information given verbally to others. The work is varied. There are deadline pressures that need to be balanced with the demand for thoroughness and accuracy. The incumbent requires the ability to juggle and prioritize multiple simultaneous demands and files.
- **Working Environment:** Much of the time is spent working in an office environment. Occasional travel off campus, sometimes for several days, is a requirement.