Job Description

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| **Job Title:** | Legal Assistant, Privacy and Immigration |
| **Department:** | Legal and Immigration Services |
| **Reports To**: | Legal Counsel |
| **Jobs Reporting:** | None |
| **Salary Grade:** | USG 8 |
| **Effective Date:** | September 2023 |

## Primary Purpose

The Legal Assistant, Privacy and Immigration represents the Mission and Values of Legal & Immigration Services (LIS). The incumbent plays a vital role in supporting the efficient operation of the department of Legal and Immigration Services. This position involves a combination of administrative, organizational, and communication responsibilities to ensure the university's compliance with information, privacy, and immigration/visa regulations and protection of sensitive information.

This role provides direct administrative support the Legal Counsel, the Assistant Director, Immigration & Visa Services, and the Information Privacy Analyst, including documentation preparation and report writing, reviewing requests and recommendations, analysis of data, record keeping, room bookings, scheduling meetings and appointments, and other operational support as required. Reporting jointly to the Legal Executive Officer, this position assists with the overall efficiency by assisting with the day-to-day operations and co-ordination of administrative operations of LIS.

The Legal Assistant, Privacy and Immigration fosters strong information and privacy practices, collaborating with various departments along with external stakeholders to facilitate information and privacy related initiatives and requests.

The Legal and Immigration Services team fulfills the University's obligations under the Freedom of Information and Protection of Privacy Act (FIPPA).

## Key Accountabilities

**Administrative and Operational Support**

- Serve as the professional first point of contact for information and assistance for faculty, staff, students, and clients related to immigration/visa matters, information and privacy applications, requests, and/or inquiries.
- Manage office correspondence, including emails, phone calls, and mail.
- Organize the processing of applications, requests, inquiries, and assessments related to information and privacy matters.
- Prepare and distribute official documents, assessments, and presentations.
- Generate regular reports on information and privacy related activities and incidents for internal and external stakeholders.
- Assist with the investigation and review process of information and privacy breaches.
- With the assistance of electronic data management systems, manages legal filing for files handled by Legal Counsel, in accordance with LIS processes, legal requirements, and University Policy, ensuring effective management of confidential and sensitive information.

- Digitization and preservation of files and records management using the database management system.
- Ensures accurate and up-to-date documentation of processes and procedures while promoting a culture of continuous improvement in terms of efficiency and leveraging systems capacities and technologies.
- May be required to provide additional support within the office.

**Information and Privacy Administration**

- Establish and process Freedom of Information and Protection of Privacy Act (FIPPA) applications, requests and inquiries, including but not limited to:
  - Ensuring timely responses of requests, meeting deadline requirements consistently;
  - Verifying identity of requestors prior to release of requests for personal information;
  - Drafting and delivering receipt letters;
  - Preparation of decision letters; and,
  - Processing fees received for requests.
- Populate and organize weekly reporting templates and requests for senior leadership.
- Facilitate informal requests for reports and documentation, including but not limited to police reports.
- Assist with the investigation and documentation of complaints and breaches.
- Organize annual statistical reporting for the Information and Privacy Commissioner of Ontario (IPC).

**Immigration and Visa Services Administration**

- Serve as the initial contact for information and assistance for faculty and staff related to immigration and visa processes.
- Work collaboratively to support campus immigration consulting teams for immigration and visa processes.
- Provide guidance on visa applications, work permits, and other immigration-related matters.
- Assist with the creation and submission of required immigration documents and applications.
- Monitor document expiration dates and proactively communicate with individuals to ensure timely renewals.
- Process documentation, updates, and review of new hires for accuracy, completion, and compliance with immigration and visa requirements:
  - Workday records of new staff.
  - Appointments of contract employees who are not staff (including, but not limited to Post Docs, Research Associates, Visiting Scholars, Researchers etc.).
- Administration and research support for audits from Immigration Canada.
- Assist with the preparation of the annual U15 – Universities Canada Survey for Immigration Canada.

**Data Coordination and Compliance**

- Assist in monitoring the university's compliance with relevant laws and regulations.
- Research the latest changes to policies, regulations, and updates.
- Explore similar post-secondary institutions to be well-informed of information and privacy trends in higher education via environmental scanning.
- Maintain up-to-date records of documents, including inquiries, incidents, and resolutions.
- Retain accurate and confidential data and statistics for reporting purposes.
- Generate reports and analyses to assist in the evaluation of the effectiveness of the information and privacy services.
- Assist in the development and maintenance of practices and procedures for the university related to information and privacy.

**Communication and Outreach**

- Function as the central point person for information, privacy and vis/immigration related communication, organizing inter-departmental and intra-departmental communication.
- Assist in organizing training sessions, workshops, and events for the university community.
- Contribute to the creation of educational materials and resources related to awareness and responsibilities of information and privacy regulations.
- Collaborate with other departments to promote information and privacy initiatives and best practices.
- Regularly update the university community on changes to information and privacy policies and procedures that may have an impact.
- Responsible for current and relevant information regarding information and privacy content on the LIS website.
- Liaise with other post-secondary institutions to stay informed and to discuss the latest best practices within the information and privacy portfolio.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

## Required Qualifications

**Education**

- Post-secondary diploma or degree in a relevant field or equivalent combination of education and experience.

**Experience**

- 5 plus years of administrative experience supporting management, preferably in a post-secondary setting.
- Experience in an office environment that performs legislatively driven, high level guidance and information to clients and stakeholders.
- General understanding of Canadian information and privacy laws and regulations preferred.

**Knowledge/Skills/Abilities**

- Ability to adapt to evolving privacy laws and technologies affecting higher education.
- Demonstrated experience working in a highly confidential environment at the executive level.
- Provides courteous, timely, and efficient service while reflecting a positive attitude.
- Proven ability to manage a large volume of legal files, conflicting priorities and competing deadlines.
- Excellent Oral and written communication skills to clearly express ideas in an objective manner and adapt communication style to suit the situation and audience.
- Have the ability to understand and appreciate diverse points of view about complex and often inter-related issues.
- Demonstrated ability to multi-task, take initiative, to work independently, maintain an organized work environment, and be part of a team in a fast-paced environment.
- Organizational and planning skills, with the ability to think logically and anticipate outcomes.
- High ethical standards with a strong commitment to maintain confidentiality and treat

sensitive information with discretion.
- Resourceful, creative, and a thorough researcher, and problem-solver.
- Sound judgment and personal and professional integrity.
- Demonstrated ability to understand and resolve external and internal partner issues.
- Ability to maintain a positive, professional attitude with genuine customer service orientation with an ability to apply tact and diplomacy when dealing with sensitive client issues.
- Ability to follow formal business practices with high attention to detail.
- Adapts readily and effectively to changing priorities and demands.
- High ethical standards with a strong commitment to maintain confidentiality and treat sensitive information with discretion.
- Ability to interact professionally with senior administration, students, staff, faculty, and other members of the University community.
- This position works independently and collaboratively and requires outstanding client service, sound judgment, personal and professional integrity, a strong work ethic and an ability to work under challenging time constraints with competing priorities.
- Intermediate proficiency required in Microsoft Office in order to prepare formal correspondence, documents, emails, memos, and input departmental data into spreadsheets and databases.
- Knowledge and demonstrated experience with electronic data management filing systems, Adobe applications, and SharePoint, a preferred asset.
- Familiarity with the University of Waterloo's policies and guidelines preferred.

**Nature and Scope**

- **Contacts:** This position requires sensitivity to the needs of a wide client base, both internal and external to the university, involving close collaboration with various departments, government agencies, and external partners.
- **Level of Responsibility:** This position has specialized work at the department level. Responsible for working independently and strategically, anticipating the administrative and operational needs within Legal and Immigration Services. Responsible for completing work in a timely and efficient manner and according to priorities assigned.
- **Decision-Making Authority:** Routine decision making related to day-to-day operations, in collaboration with unit leadership as required.
- **Physical and Sensory Demands**: Minimal demands typical of a position operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions. May experience exposure to somewhat disagreeable situations typical of a position that works with a variety of clients and stakeholders.