**Job Title:** Community Service Learning Coordinator  
**Department:** School of Pharmacy  
**Reports To:** Associate Director, Clinical Education  
**Jobs Reporting:** None  
**Salary Grade:** USG 8  
**Effective Date:** September 2017

**Primary Purpose**  
The Community Service Learning Coordinator ensures that the Community Service Learning milestone in the PharmD program meets required national accreditation standards and School of Pharmacy curricular expectations. This will include designing and implementing student activities, workshops and assessments, working with community agencies to ensure quality placements and managing software, tracking and reporting.

**Key Accountabilities**

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<tr>
<th>Management of community agency sites (approximately 300-400 community placements per year)</th>
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<td><strong>Including but not limited to:</strong></td>
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<tr>
<td>• Develop and implement a strategy to recruit appropriate community agencies locally and provincially</td>
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<td>• Identify, recruit and approve adequate CSL sites to ensure students achieve a core set of competencies and broaden their exposure to quality CSL experiences</td>
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<td>• Build, manage and maintain relationships with supervisors and community agency representatives to ensure adequate and quality CSL sites</td>
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<td>• Establish and manage supervisor requirements</td>
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<td>• Develop and maintain an online/in-person, current, audience appropriate and educational grounded supervisor resource that includes adult learning pedagogy, orientation to UWaterloo policies and procedures and CSL expectations and student assessment methods</td>
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<td>• Work directly with individual community agency supervisors to manage individual student and site issues</td>
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<td>• Conduct regular site visits (e-mail/ telephone/ Skype/ in person) as required</td>
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<td>• Enforce site requirements, and implement removal of sites deemed ineffective or inappropriate</td>
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<td>• Handle urgent situations which require sites to modify student experiential activities (emergency response planning situations, strikes, etc.)</td>
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<td>• Work with University legal, finance, privacy officer and workplace safety offices as required to ensure community agencies meet our requirements</td>
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<th>Assess and manage students while they are participating in CSL activities (approximately 300 students per year)</th>
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<td><strong>Including but not limited to:</strong></td>
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<td>• Establish the student learning outcomes for community service learning</td>
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<td>• Work with the Associate Director, Clinical Education to ensure that:</td>
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<td>o the standards from the Canadian Council for Accreditation of Pharmacy Programs (CCAPP) are met</td>
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<td>o learning outcomes are mapped across the experiential curriculum and with the undergraduate didactic courses</td>
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<td>o learning outcomes are aligned with or satisfy the Association of Faculties of Pharmacy in Canada educational outcomes, NAPRA’s entry-to-practice competencies and the Ontario College of Pharmacists studentship and internship requirements</td>
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<td>• Develop and implement a student assessment tool, including overseeing its incorporation into appropriate experiential software</td>
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### Job Description

- Identify and inform students of any special pre-experiential requirements such as immunizations, first aid/CPR, police record checks, dress codes, etc.
- Provide a student orientation to CSL
- Provide large group and individual student support throughout CSL process
- Address student issues or concerns (academic, professional or otherwise and, if necessary, escalate it to the appropriate School and/or Faculty administrator)
- Grade all student CSL assignments
- Make determination of completion of requirements associated with CSL milestone
- Create and manage remedial training for students who do not successfully complete a CSL activity
- Manage student requests for special accommodations or deviations from experiential policies

### Other administrative activities

*Including but not limited to:*

- Direct day-to-day activities of the Administrative Coordinator, Co-op, CPD and CSL (in conjunction with the Administrative Officer) as they relate to activities that support CSL
- Develop CSL material including content for newsletters, learning management software, website and specialized experiential software
- Contribute to the experiential programs policy and procedure manual
- Work with the Associate Director to develop, implement and contribute to an experiential quality assurance plan that is synchronized with the School’s Assessment program, including obtaining feedback from community agencies, supervisors, students and faculty
- Contribute to the CCAPP accreditation process, including the self study and site visit, as required
- Attend and participate in experiential team meetings and work activities
- Engage with external stakeholders (e.g. CSL organizations) as necessary
- Teach in PHARM 120 and Pharmacy Practice courses, as appropriate, re: social determinant of health material at the School of Pharmacy
- Participate on School of Pharmacy committee(s)
- Provide cross coverage to Experiential Coordinators
- Liaise with the Associate Director of Advancement, School of Pharmacy, regarding the identification of potential development opportunities
- Identify opportunities for and contribute to pharmacy experiential research initiatives
- Review the literature and attend conferences and training to ensure the most recent evidence is being used in the delivery of experiential education
- Demonstrate a high level of continuing professional development through participation as a member, contributor and presenter at local, regional, provincial and national professional organizations and their activities

### Required Qualifications

#### Education

- Bachelor’s degree in community development, education and/or volunteer management or equivalent education and experience. Master’s degree is preferred.

#### Experience

- Solid understanding of community systems and the role of volunteer resources, normally acquired through leadership experience in the not-for-profit sector. Higher education teaching experience required. Must have a high level of enthusiasm, excellent communication skills and project management experience. Excellent interpersonal and organizational skills required. Must be able to contribute in a team-based working environment.

#### Knowledge/Skills/Abilities

- Knowledge of program evaluation
- Experience with Learning Management Systems; MS Word, Excel, PowerPoint; tracking software such as Charity Republic
Nature and Scope

- **Contacts**: Pharmacy Experiential Coordinators, Administrative Officer, students, community agencies representatives, volunteer coordinators, community leaders, Pharmacy faculty and staff, other UWaterloo staff / faculty who coordinate community service opportunities, members of the Ontario CSL network.

- **Level of Responsibility**: Demonstrated ability to take initiative, work independently and as a team member in a fast paced, challenging environment.

- **Decision-Making Authority**: Will be making independent decisions re: pharmacy student grades, operational issues and community site selection. Needs to be able to contribute to team decisions and take direction from the Associate Director.

- **Physical and Sensory Demands**: Majority of time will be spent in office, computer work with attendance at meetings, attention to detail; stress associated with adherence to unalterable deadlines.

- **Working Environment**: Office based with some travel required to conduct site visits and professional meetings.