



Counselling Assistant

**Counselling
Student Affairs**

Job Posting: U19-061

Closing Date: April 16, 2019

Position Type: Full-time Term

Location: Lansdowne/Interurban Campus

Start Date: May 1, 2019

End Date: June 30, 2019

Schedule: Monday - Friday; 8:30 am - 4:30 pm (35 hrs/week)

Salary: Pay Grade 7; \$23.64 to \$25.26 per hour

Replaces: L. Anderson

Applications for this posting will be accepted from current employees and the general public who meet the minimum qualifications of the job. Regular employees as defined in the CUPE Collective Agreement shall be considered prior to all others.

GENERAL STATEMENT

The Counselling Assistant provides reception and student support assistance for the department, using specialized knowledge and/or diplomacy, and adhering to professional standards for situations which often involve highly sensitive and/or confidential materials/issues. The Assistant works with students from different cultural backgrounds and with differing abilities, some of whom are experiencing physical, emotional and/or learning or language challenges that may pose barriers to their academic success. The position also provides administrative and clerical functions to support the smooth running of day-to-day operations within the work group.

TYPICAL DUTIES

- Acts as first point of contact for the department, handling sensitive or confidential situations/documents
- Creates a welcoming, supportive atmosphere at reception to assist in building rapport with students.
- Performs initial assessment of student's needs for counselling services in order to book appointments or make appropriate referrals.
- Books student appointments and other departmental activities by reviewing and analyzing a variety of applicable calendars.
- Using a professional, non-judgemental and sensitive approach, responds to and supports students/clients who may be experiencing frustration, anxiety, and/or who have challenging or disruptive behaviours, mental health issues, physical disabilities, come from diverse cultural backgrounds, and/or for whom English may be difficult.
- Checks and replies to or redirects email and voicemail.
- Provides general information relating to educational supports and accommodations available to students.
- Answers internal and external inquiries and provides general information on procedures, programs and services, advising on and resolving concerns where possible or referring to other sources as appropriate;

- Prepares, completes, compiles, drafts and/or contributes to a wide variety of documents, forms and correspondence.
- Data-enters information into various database(s) and tracking system(s) used for reports and internal statistical purposes, as well as assists the Chair in preparation of ministry-required and internal reports.
- Assists in the maintenance of career resource library and related materials; assists students with finding and borrowing resources.
- Assists faculty in scheduling and advertising counselling workshops and courses.
- Assists with special projects and events as assigned, which may require the use of database, spreadsheet, publication and/or presentation software
- Performs a wide range of clerical duties including, but not limited to, data entry; photocopying; ordering various supplies/equipment; mail distribution; preparing printing/graphics requests; arranging for telephone & copiers codes; preparing vouchers/requisitions and Visa reconciliations
- Maintains files/departmental records, including several interrelated records and cross-checking for accuracy; maintains security of sensitive and highly confidential documents and files.
- Performs other related duties similar in scope and complexity.

QUALIFICATIONS

Two-year Secretarial, Office Administration or Human Services diploma; plus three years of relevant reception and clerical experience demonstrating a progressively increasing scope of responsibility, of which one year is direct experience in the student services area of a post-secondary environment which includes working with students of different cultural background; plus one year of experience working with people with disabilities and/or mental health issues or an equivalent combination of education and experience.

- Exceptional interpersonal communication skills; with a proven client service orientation; Demonstrated ability to work positively in a team;
- Demonstrated adaptability and problem-solving skills, with the ability to exercise sound judgment calmly and quickly in a variety of sensitive, unpredictable or emergency situations;
- Ability to multitask, work with complicated/confidential information, and maintain a high level of accuracy and attention to detail;
- Demonstrated organizational, file-management, and time-management skills;
- Advanced skill in using all applications of the Microsoft Office suite;
- Ability to type 40 words per minute.

All interested candidates are encouraged to apply; to be considered for employment, applicants must meet the qualifications of the position and be eligible to work in Canada.

Note: Eligibility to work in Canada is granted through citizenship, permanent resident status or a work permit. You must be a Canadian citizen or permanent resident to accept a permanent job offer (unless stated otherwise in the posting). If you have a valid work permit, you may be eligible for temporary work but only until your work permit expires or is renewed.

Apply online at www.camosun.ca/careers. We would like to thank everyone in advance for applying as only those selected for an interview will be contacted.

Camosun College is an Equal Opportunity Employer

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