#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Experiential Learning Administrator

**Job Number:** A-431 | VIP: 1699

**Band:** OPSEU-6

**Department:** Trent University Durham

**Supervisor Title:** Manager, Community Engagement

**Last Reviewed:**  November 6, 2023

#### **Job Purpose:**

The Experiential Learning Administrator performs a range of services to support the organization and execution of the field placement process for both undergraduate and graduate programs. This includes but is not limited to communicating with agency partners, actively maintaining relations with faculty personnel and students in addition to recognizing and problem-solving field placement conflicts.

The Experiential Administrator is the main point of contact when it comes to Academic and Non- Academic placement requirements. This includes reviewing course lists, liaising with students and faculty members, developing, and maintaining various database systems within Blackboard and Orbis, along with actively maintaining and tracking that students meet all academic & health and safety requirements prior to attending all placements.

#### Key Activities:

##### Placement Support

* Actively collaborates with faculty and program administrators to coordinate field placement across both undergraduate and graduate programs at the Durham campus.
* Enters, organizes, and tracks field placement information for all relevant placement programs into the databases such as Orbis, Iris, Blackboard and Excel.
* Enters and edits information including updating course information which includes but is not limited to webpages, cohort lists, pre-requisite requirements to ensure that they are both updated and accurate.
* Liaises with organizations, students, faculty, and support staff to confirm details of placement and student/instructor orientation and onboarding processes.
* Provides one-on-one support to students throughout their placement search, including coordinating check-point meetings, responding to emails and phone calls in a timely manner, setting up information sessions etc.
* Outlines placement program requirements, steps and placement host requirements to students through annual program information sessions.
* Develops, prepares, and distributes appropriate placement forms and request sheets where necessary.
* Regularly posts, updates, and ensures accuracy of placement postings as submitted by host agencies, through various channels.
* Coordinates with faculty to arrange and conduct in-class visits & presentations on program specific placement expectations.
* Maintains a high level of professionalism when working with students, campus staff or external contacts to the University and acts as an ambassador for Trent University Durham GTA.
* Remain current in emerging experiential learning theory and practice, such as service learning, work integrated learning, and community-based research,
* Collaborate with faculty to remain apprised of any placement courses requiring support and ensure that the appropriate strategy is in place for outreach to community partners.
* Receives and reviews placement, internship and co-op requests and questions from agencies.
* Guide host agencies and students through the matching cycle including job posting, company information sessions, interviewing, ranking, and tracking offers and acceptances and all risk forms.

##### Student Support

* Assists students with their individual and program related goals for academic and career goals when searching and acquiring field placement opportunities.
* Responds to relevant student placement requirements inquiries via email, appointment, information sessions or over the phone.
* Collects and corresponds with students for testimonials on placement experiences to be utilized for future EL campus promotion.
* Supports with student preparation for work integrated learning experiences by sharing preparatory activities with students, which cover topics such as resume and cover letter writing, job search methods, interview preparation, professionalism, social adjustment, and appropriate work habits.
* Answers both instructor and student queries re: placements while forwarding any unresolved issues to the appropriate persons.
* Notifies students of non-academic requirements of responsibilities in relation to the affiliation agreement such as confidentiality forms, certification of health and immunization requirements, additional agency-specific health requirements, orientation, and computer training.
* Completes clearance letters for students Police Record Checks.
* Attends and participates in campus open house events and other student recruitment activities.
* Guides and supports students on placement search strategies and career information through individual appointments.
* Books appointments for EL team when necessary.
* Act as the point person and manage any issues that may arise during the course of an EL opportunity connected to community partnerships,
* Conduct targeted outreach to under-represented students in a purposeful manner with the intention of creating an inclusive and accessible learning opportunity. Providing support to ensure accommodations are met for students that may require them to participate in the experiential learning opportunity.
* Tracks student participation in programming; develops and implements needs assessment, program assessment and outcome assessment tools to gauge programming effectiveness and to revise as needed.
* Coordinates support for students facing financial barriers to experiential learning. Primary contact to connect students to relevant award funding, assisting with the navigation and submission requirements.

##### Administrative Support

* Updates and tracks affiliation agreements and assists with signing process at Trent University. Reviews and maintains affiliation agreements with placement sites and acts as a liaison in collaboration with the Team Lead, for legal liability, liability insurance coverage, WSIB agreements (Work/Education Placement agreements) and authorizing signatures. Consults with university legal counsel and risk management as needed.
* Creates, maintains, and updates electronic databases for documents and mailings relating but not limited to experiential learning student stipends.
* Maintains complete records and non-record filing systems for all required documentation (insurance, WSIB).
* Assists in maintaining electronic database and hard copy filing system for information about students, instructors, and placement partner sites.
* Maintains a tracking system to ensure placement requests are finalized in a timely manner, by completing follow-up outreach to placement hosts and students as required.
* Maintains several pre-placement sites for placement courses through databases such as Orbis – Student Experience Portal & Blackboard
* Revamps and re-adjusts databases as needed in order to create a more seamless field placement process for both the EL department and students.
* Develops and maintains forms using existing templates for student placement processes, requests, and incident reporting. Posts and distributes forms and guidelines on Blackboard, Orbis or via email.
* Review and submit Insurance and CEWIL data to Risk Management.
* Coordinates room bookings for placement orientation sessions, presentations, interviews etc., as well as regularly scheduling classroom check ins with the placement related programs to inform students of the process.
* Assists Team Lead with maintaining accurate employer partner database.
* Completes the maintenance of the central experiential learning website, ensuring it is up to date.

##### Communications Support

* Create and lead a team of Peer Advisors who have had experiential learning experience and can be available to assist other students who are preparing for, and engaged in, experiential learning opportunities.
* Responsible for all student-facing and internal communications regarding placement opportunities including email communications on placement opportunities and deadlines, award application opening, job postings, volunteer opportunities, updates to process, training opportunities, etc.
* Supports the Team Lead in the community by attending meetings and events, joining working groups and/or boards and be a representative of the university by developing relationships with community partners and employers.
* Research potential employers and recommend student placement or hiring opportunities; where necessary, ensure that appropriate contacts in the university are informed.
* Responsible for all technical concerns relating to the Student Experience Portal (e.g., hardware and software upgrades, research and recommendations on technical purchases, identification of new technologies and software that may be useful to the department, technical project management and support).
* Responsible for the upgrade, roll out and maintenance of the Student Experience Record module in Orbis, this includes ensuring all curricular and co-curricular opportunities are tracked appropriately, maintaining the database on an annual basis, and marketing the use of the tool to students, staff and faculty,
* Works alongside the AAAs to manage social media accounts & promote experiential learning opportunities.
* Promotes and provides information about experiential learning on campus and through digital mediums. Coordinates with programs and departments to ensure digital materials on social media are accurate.

#### Education Required:

* Honours Bachelor’s Degree (4 year).

#### Experience/Qualifications Required:

* Two (2) years of experience in client service and administrative work in a busy environment with a diversity of people and exposure to unexpected situations/requests; experience with developing and maintaining a database and ongoing database management (Orbis).
* Experience with problem solving, conflict resolution and maintaining confidentiality of sensitive information.
* Proficiency in the use of Microsoft Office, especially Outlook and Excel.
* High level organization and time management skills; ability to prioritize work.
* Must be able to carry out a client service approach and be able to balance tasks with frequent interruptions and requests for assistance.
* Excellent English, oral and professional written communication skills.
* Effective interpersonal skills; ability to work independently and as part of a team.
* Accuracy and attention to detail in collecting information and preparing documents and reports.
* Ability to work in an environment where diversity of people and situations are encountered.
* Self-starter with ability to work independently.
* Ability to work with minimal supervision.
* Strong research and analytical skills.
* Proven facilitation and public speaking skills.
* Excellent marketing and promotion abilities.
* Demonstrated ability to work as part of a small team.