

Fleming College

POSITION DESCRIPTION FORM (PDF)

Part-time Support Staff

Instructions for Completing the PDF:

- This 'smart' form template is to be completed & submitted electronically to the HR Consultant.
- Complete each section as accurately and succinctly as you can in the space provided. If you have questions, contact your respective HR Consultant for assistance.

Depending on the duration of the work assignment, you will be required to complete the Cover Page and Part 1 only **or** Parts 1 & 2 **or** Parts 1, 2 and 3.

CPT Tier I - Cover Page and Part 1 only

- Casual part-time support staff work that is temporary/transitory only and will not exceed a duration of one academic semester (4 months). For temporary assignments within this category which are recurring year-over-year within specific business cycles (e.g. start-up), please follow the directions below for Tier II.

CPT Tier II - Cover Page and Parts 1 & 2 only

- Casual part-time support staff work that is term certain but that will be for a duration of more than one academic semester up to four academic semesters (more than 4 months up to 16 months).

RPT only - Cover Page and Parts 1, 2 & 3

- Regular part-time (RPT) support staff work that is required as part of ongoing operational needs and is considered to be long-term/permanent in nature.

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POSITION DESCRIPTION FORM (PDF)

Choose an item. **Part-time Support Staff**

Position Title: LINC Administrative Assistant

Position Number: [Click here to enter text.](#) **Pay Band:** [Click here to enter text.](#)

Reports To: Manager, English Programs and International Student Services

Appointment Type: 12 Months **“Other” Hours Details:** [Click here to enter text.](#)

Scheduled Weekly Hours (maximum 24 hours per week): 24 hours/week

PDF Completed By (Manager Name): Tracey McConnery

Effective Date: May 2021 **Last Revision:** [Click here to enter text.](#)

SIGNATURES

Incumbent: _____ **Date:** _____

(indicates incumbent has read and understood the Position Description Form details)

Supervisor: _____ **Date:** _____

(indicates the supervisor has authorized and assigned the duties & responsibilities in the PDF)

NOTE: Please return the original PDF to HR Operations (Michelle Bozec) as soon as it has been signed. Thank you.

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PART ONE:

POSITION SUMMARY

The LINC Administrative Assistant provides administrative support to the LINC (Language Instruction for Newcomers to Canada) program including intake processes, report preparation, childcare registration, and program delivery logistics. This assistant works collaboratively with the manager, faculty, and New Canadians Centre to ensure effective communication with students, to assist faculty with program delivery logistics (room booking, ordering faculty determined supplies, & field trip arrangements per faculty direction), and to ensure data entry and monthly reporting adheres to the contractual agreement of the LINC program with the Federal Government.

KEY DUTIES & RESPONSIBILITIES

Indicate as clearly as possible the significant duties and responsibilities associated with the position. Indicate the approximate percentage of time for each duty. Keep sentences short, simple and to the point. *TIP: Describe major clusters of functional work rather than detailed individual work routines and procedures.* Do not use allocations of less than 5%.

	Summary Details	Percentage %
1	<p>Assists with client Intake and Exit Process</p> <ul style="list-style-type: none"> • Connects with New Canadians Centre for new student referrals – continuous intake format • enrolls students in classes, determines class start dates and informs students, potential sponsors, and teachers of start dates • provides new student orientation to the LINC program and to Fleming College, including assisting with student card applications, completing student contract, bringing to classroom (Sutherland campus) and introducing teachers • based on information provided by faculty, prepares LINC progress certificates for all students each June • prepares required documentation confirming participation for current & former students as requested for citizenship purposes 	25%
2	<p>Reporting</p> <ul style="list-style-type: none"> • enters data into Federal Government iCARE reporting system (Immigration Contribution Agreement Reporting Environment) including: <ul style="list-style-type: none"> • Uploads attendance at the end of each month • Provides teachers with monthly attendance reports • Generates ad hoc reports to meet data requirement needs as requested by manager, faculty, and Integration Program Officer • Completes detailed quarterly reports 	25%

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	Summary Details	Percentage %
	<ul style="list-style-type: none"> • tracks students on the waitlist, updates student levels regularly, removes students no longer attending and enters exit benchmarks, ensures that waitlists are cleared in as timely a fashion as possible. 	
3	<p>Childcare Arrangements for Students</p> <ul style="list-style-type: none"> • Reviews childcare requests in iCARE & sets up appointments for families with LINC childcare providers • Works through childcare waitlists in a timely fashion and updates accordingly on iCARE • Liaises with childcare provider and parents • Tracks child attendance at childcare and reconciles against provider invoices before submitting to Accounts Payable 	10%
4	<p>Transportation</p> <ul style="list-style-type: none"> • assists students with completing eligibility form for bus passes • assesses applications against pre-set qualifications set by government • purchases bus passes from Peterborough and Cobourg Transit as needed • distributes & tracks monthly bus passes to students who qualify 	5%
5	<p>Program Delivery Logistics</p> <ul style="list-style-type: none"> • Prepares partial load faculty contracts • Tracks program expenditures • Follows up with faculty about attendance: per Manager direction, sends pre-defined memo to faculty/casual support staff from Manager reminding individuals to submit exception reports • Verifies immigration status of students three times per year to ensure program eligibility. • Issues letters for students to verify enrollment and attendance (to social services, employers etc) • Ensures all students meet the 80% attendance policy –adding and removing students from class lists accordingly • assist faculty with • Contacts IT on behalf of faculty for classroom support • Coordinates program delivery logistics (room booking, ordering faculty determined supplies, & field trip arrangements per faculty direction), • Contacts all students in August to inform them of September startup • Contacts students in case of class cancellations and scheduling changes 	30%
6	Other Duties As Assigned <i>(do not amend this section)</i>	5%

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	Summary Details	Percentage %

To calculate the relative percentage of time allocated to each cluster of key duties & responsibilities, remember to consider the total amount of hours this part-time position will normally work in a year.

For example:

An RPT position which normally works 24 hours per week for 10 months of the year would have approximately 960 annual hours (24 hrs/wk x 4 wks/month x 10 months). If this position is estimated to spend 5 hours per week completing a cluster of work associated with organizing and maintaining business files, you would allocate 20% to this function calculated as (5 hrs/wk x 4 wks/month x 10 months) divided by 960.

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PART TWO:

TRAINING & TECHNICAL SKILLS

Indicate the minimum level of independent studies, formal education, internal and/or external training programs including professional and technical or apprenticeship courses necessary to fulfill the requirements of this position.

Formal Education Requirements:

Completion of a two (2) year college diploma.

Field(s) of Study:

Business/Office Administration, Social Services, Community Development

Other Vocational Certifications and/or Apprenticeships:

[Click here to enter text.](#)

EXPERIENCE

Specify the minimum number of months and/or years of practical experience in any related work necessary to fulfill the requirements of this position.

Practical Work Experience:

More than one year up to three years.

Additional Skills & Abilities:

Demonstrated experience working with new Canadians; strong skills working with databases, word processing and spreadsheets; experience working independently in customer service based environment; experience dealing with sensitive and confidential information

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PART THREE:

COMPLEXITY

Describe the amount and **nature of analysis, problem-solving and reasoning** required to perform the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity

Assisting families with daycare arrangements

The incumbent is the primary contact for both a centre and a homebased daycare that are funded by the LINC program. The incumbent works with the LINC parents and with the program daycare providers in order to determine which setting would be best for the children. The incumbent meets with the parents who require care, discusses the care options, and then, places the child in the preferred setting. The incumbent works as a liaison between the daycare setting and the families to ensure that the children adapt and thrive in the daycare environment. This process includes being culturally sensitive to the needs of our diverse LINC learners.

Example #2

Task / Activity

Generating reports for Federal Integration Program Officer

Description

Often the Federal Integration Program Officer will request specific information about the demographics of our LINC student population. This information is stored on HARTs (History of Assessments, Referrals and Training), which is a data management system for LINC programs across Canada. The incumbent needs to understand what information is being requested and then needs to create queries in the system to generate the information. When the information is generated, the incumbent needs to review the information for accuracy and then provide a report to the manager of the program and to the Integration Program Officer.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

Is the work considered to be routine/non-routine?

Routine

How would you describe the complexity of the work?

Some duties are varied and complex.

Describe the business processes used by the position.

Processes are different and unrelated.

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JUDGMENT

Describe the degree of independent judgment and problem-solving required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Determining a student's needs and referring them to the appropriate resource for assistance.
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Description

In providing front desk support for the LINC department, students will come to the incumbent with a variety of questions or concerns. Often, they have difficulty articulating their concerns. This could be due to a language barrier or because the students are upset about a difficult issue they may be facing. The incumbent needs to communicate with the students to determine the problem. Depending on the situation, this could involve connecting the students with Fleming College resources or with community resources. These resources include the New Canadians Centre, Peterborough Legal Centre, Peterborough Housing, etc. Compassion, empathy and understanding are necessary in order to be able to adequately understand the students' concerns. Since we are a settlement service organization, the incumbent needs to be knowledgeable about community services and where to refer students.

Example #2

Task / Activity

Description

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

The work duties typically require:

Breakdown facts or components of the problem situation to find a solution.

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In determining a solution for problems, the incumbent has discretion to:
Choose from a range of existing options.

MOTOR SKILLS

Describe the aspects of the position that require fine motor movements (delicate, intricate or precise) related to the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Computer/Keyboarding
Description The incumbent regularly needs to respond to emails, create and input data into spreadsheets, and generate department reports using a federal data management system.

Example #2

Task / Activity
Description

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

When considering 'speed' of fine motor movements for this position:
Speed is a secondary consideration.

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Computer/keyboarding	30%

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PHYSICAL DEMAND

Describe the degree of **physical demand** required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the type and duration of physical effort, the frequency, the strain from rapid and repetitive fine muscle movements or the use of larger muscle groups, lack of flexibility of movement, etc.

Example #1

Task / Activity Lifting/Carrying
Description The incumbent occasionally carries materials and supplies from one place to another (i.e. from the LINC Department or the International Office to another area of the College for a department event.)

Example #2

Task / Activity Sitting/Standing at a Sit/Stand desk
Description The incumbent spends the majority of their day sitting or standing at the front desk of the LINC Department.

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Lifting and carrying	2%
Sitting/Standing	60%

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SENSORY DEMAND

Describe the degree of **sensory demand** required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the level/degree of concentration (visual, auditory, tactile, etc.). Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Visual Concentration
Description The incumbent needs to focus on a computer screen for long periods of time in order to complete reporting for the department. This includes attendance reports, quarterly program reports, and ad hoc reports as requested by the program manager and Integration Program Officer.

Example #2

Task / Activity Auditory Concentration
Description The incumbent regularly meets with students and actively listens to their concerns in order to determine their needs. This activity requires focus and concentration as the incumbent is communicating with English Language Learners and there are other events happening in the LINC department at the same time.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

How would you describe the requirement for attention to detail in this position?

Frequent/Regular

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Visual Concentration	40%
Auditory Concentration	40%

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STRAIN FROM WORK PRESSURES / DEMANDS / DEADLINES

Describe the degree of **work pressures** involved in performing the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the deadlines, interruptions, distractions, multiple or conflicting demands/workloads and dealing with people in difficult situations. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Meeting students' needs
Description The diversity of work and the wide range of student needs that the International Administrative Assistant sees in a day make this role challenging. There is strain from remaining positive, creative, and adaptive when working with students who may be experiencing stress, anxiety, isolation, and trauma from leaving their home countries.

Example #2

Task / Activity Meeting department deadlines
Description There are deadlines that need to be met for organizing events and department meetings and generating government reports. There can be disruptions while completing these tasks as the incumbent provides front desk support at the same time.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

How would you describe the workflow demands this position typically faces?
Deadlines are tight OR may periodically change or conflict.

How would you describe the existence of critical deadlines in this role?
Occasional critical deadlines.

How would you describe the level of interruptions this position faces?
Interruptions are frequent and may be unpredictable.

Indicate the predictability of the strain and percentage of time required in each task discussed above.

Task	% of Time	Predictability*
Meeting Students' Needs	40%	NP (Not Predictable)
Meeting Department Deadlines	10%	TP (Tends to be Predictable)

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INDEPENDENT ACTION

Describe the degree of **independent action** and **autonomy** required to perform the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Arranging field trips and workshops for students
Description The incumbent works with the faculty to determine what community events and workshops that students would benefit from attending each semester. The incumbent presents ideas to the faculty based on scheduled community events, the availability of guest speakers, and programming that students identify in their needs' assessments. The incumbent contacts community partners and schedules field trips, workshops, and guest speakers for the program.

Example #2

Task / Activity
Description

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

What type of instruction is typically given to the incumbent?

Uses procedures and past practices but may adapt them, as required.

What degree of supervision is typically provided to the incumbent?

Regular supervision & monitoring.

How is the work typically checked and verified?

Output is reviewed by report/discussion.

How frequently is the work checked?

Most processes are reviewed weekly.

Describe duties which are the incumbent's responsibility where independent action requires initiative and/or creativity and indicate how often the duties occur. Identify the typical situations or problems that are normally referred to the Manager for solution.

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The incumbent is responsible for using department procedures and best practices to determine the best referrals for the students. Resolution of complex issues is discussed with International Student Advisors and/or the Manager of International Student Services.

COMMUNICATIONS / CONTACTS

Describe the nature of contact and purpose involved in communicating information (i.e. to provide advice, explanation, to negotiate, or influence others to reach agreement, etc.), and the confidentiality of the information provided. Answer the questions listed below in the Key Considerations section.

Nature of Contact (Who)	Purpose of Contact (What)	Frequency
Students	Provides support to students around transportation, and accessing classes and community supports.	Daily
New Canadians Centre	Works with New Canadians Centre to place students in classes and to organize guest speakers and presentations.	Monthly
Community Partners	Connects students with community partners and support services and invites partners to present to classes	Weekly
Managers	Performance reviews, department meetings, feedback about students	Weekly
Faculty, Educational Assistants and other Fleming Staff	Generates and provides attendance reports to faculty, assists faculty and Educational Assistants with items needed for program delivery	Daily
		Choose an item.

Key Considerations:

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

Communications in this position are typically engaged for the purpose of:
 Providing explanation or interpretation, empathize with the needs of others.

What type of involvement does this position have with confidential information?
 Regular involvement with moderate disclosure implications.

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RESPONSIBILITY FOR DECISIONS AND ACTIONS

Describe the type of **responsibility** that exists for the **decisions** and **actions** related to the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Reporting to our Federal Funder
Description The incumbent is responsible for reporting the monthly attendance of each class and for generating reports that are required for the program manager and the Program Integration Officer. These reports are very important for our federal funder, Immigration, Refugees and Citizenship Canada.

Example #2

Task / Activity
Description

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

How errors are typically detected for work completed by this position?
Errors usually detected through verification and review processes.

What is the typical scope of impact to the organization for errors in this position?
Results in significant waste and negative impacts to operational effectiveness.

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WORK ENVIRONMENT

Describe the physical environment that the incumbent works in. Consideration should be given to:

- The probability or likelihood of exposure to disagreeable/hazardous elements.
- The nature of the disagreeable/hazardous element
- Length of exposure while on the job
- Travel

Complete the chart below. Answer the questions in the Key Considerations section.

Environment	% of Time
Professional office environment Yes	100%
Outdoor work; seasonal conditions No	
Other (please specify)	
Other (please specify)	

Key Considerations:

With respect to the nature of disagreeable/hazardous elements this position is in contact with, would you describe them as:

Slightly disagreeable

With regard to the disagreeable/hazardous elements referenced above, how often does the position encounter them?

Occasional

If this position is required to engage in business related travel, what is the frequency of the travel?

Choose an item.

SUPPLEMENTAL DATA

Provide any additional information which will serve to further enhance understanding of the position.

[Click here to enter text.](#)