Position: Student Services Administrative Assistant

Department: Student Services

Reports To: Student Services Coordinator, Psychologists, Speech Language Pathologists, and School Counsellors

JOB SUMMARY

The Student Services Administrative Assistant provides administrative and programming support to the Student Services Coordinator, Psychologists, Speech Language Pathologists, and School Counsellors. This role is essential for supporting the programming needs of students with Student Specific Plans, enabling the Division to meet provincial standards for appropriate programming.

PRIMARY RESPONSIBILITIES

- Support and Coordination: Supports the programming and administrative functions of the Student Services Coordinator, Psychologists, Speech Language Pathologists, and School Counsellors. This includes tracking the deployment of assistive technology devices and receiving and prioritizing work orders related to student programming materials, both via e-mail and verbally.

- Confidential File Management: Responsible for maintaining confidential student programming files.

- Programming Material Creation: Creates social stories and other instructional aids for student programming.

- Visual Aid Production: Involved in the creation of communication books and core boards for student programming, production of conflict resolution matts, development of visual schedules, and production of job boards.

POSITION QUALIFICATIONS

Required Education and Experience

- High school diploma.

Required Knowledge, Skills, and Abilities

- Ability to provide programming and administrative support functions.

- Proficiency in tracking and managing assistive technology devices.

- Competence in receiving, prioritizing, and processing work orders, both written and verbal.

- Expertise in maintaining confidential student programming files.

- Demonstrated ability to create various specialized programming materials, including social stories, communication books, core boards, conflict resolution matts, visual schedules, and job boards.

- Strong organizational skills and meticulous attention to detail.

- Effective communication skills for interacting with Student Services staff and other division personnel.

Preferred Qualifications

- Some post-secondary education, completion of a required designation or certificate, preferably in an administrative support or education-related field.

- 1 to 2 years of previous experience in a related administrative or support role.

COMPETENCIES

Organizational

- Teamwork and Collaboration: Actively participates and contributes cooperatively as a member of the school team, working effectively under direction and adapting to unforeseen situations.

- Communication: Demonstrates strong oral and written communication skills, effectively interacting with internal and external stakeholders including staff, support personnel, administrators, and parents.

- Adaptability: Is flexible and adjusts quickly to changing work assignments and unforeseen situations.

Role Specific

- Confidentiality: Constantly handles confidential information, particularly related to student programming files.

- Problem-Solving & Judgement: Requires variable judgment, inferring solutions based on established procedures and practices, and solving routine problems that typically impact a singular group or department.

- Interaction: Interactions that can be complex and may require some interpretation, persuasion, or negotiation to handle problematic situations.

- Mental Concentration: Requires moderate intensity and more than 4 hours of mental concentration and attentiveness throughout the day.

WORK CONDITIONS

Physical Demands

- Requires low-intensity physical effort.

Environment

- Primarily works within an office environment.

- Involves a minor risk of injury, harm, or illness.