

Nipissing University
JOB DESCRIPTION

JOB TITLE: Frontline Support, Student Wellness

DEPARTMENT: Student Wellness

CLASSIFICATION: Secretary B

WAGE GRADE: 30

EMPLOYMENT DEFINITION (STATUS): Full-time Support (contract)

SUPERVISOR: Manager, Mental Health & Wellbeing

REVISED DATE: November 2025

SUMMARY OF FUNCTIONS:

Reporting to the Manager Mental Health & Wellbeing, with guidance from the Manager Student Accessibility Services, the Secretary is responsible for assisting the Mental Health & Wellbeing Team and Student Accessibility Services Team for the effective and efficient operation of services. Responsible for creating a welcoming and supportive experience for diverse students and connecting them to the most appropriate support. This includes responding to students who may be in distress or who may disclose difficult information about mental health symptoms, personal crises, disabilities, or safety needs.

Responsibilities include providing general reception support for all services within the SDS Division, including schedule coordination, data entry, file management, form creation, meeting coordination, record keeping, etc. The secretary also supports the operation of the SAS Testing Centre, through check-in support, fee processing, and coordinating secure exam distribution to faculty.

DUTIES & RESPONSIBILITIES:

SDS RECEPTION 55%

- Assist in maintaining a welcoming, responsive and respectful office environment
- Respond to general inquiries regarding SDS Services made in person, by phone, or by email
- Greet people who arrive for appointments with all programs in the SDS Division
- Ensure students receive and complete the appropriate forms for the services they are seeking
- Deliver secure information and messages to staff in accordance with FIPPA and PHIPA
- Arrange for courier services, when requested
- Arrange secure examination pick up process
- Provide temporary coverage and support for reception services when the other SDS secretaries are not available

Triage Support

- Monitor incoming MHW requests and flag items requiring follow-up from appropriate team members
- Review same-day service requests and identify situations that need prompt attention from clinical staff
- Receive requests for support from students, staff, faculty, and community members, and direct them to the appropriate service
- Gather basic information to support the triage process for urgent or emergency situations
- Notify the appropriate team member when an urgent request is received and ensure it is routed according to departmental procedures

- Coordinate connections between clients and MHW team members for timely assessments, as directed.
- Provide a supportive presence to students waiting for clinical staff and alert team members if concerns arise
- Assist with arranging transportation to hospital or community services by coordinating with security, taxi providers, or emergency services as instructed
- Track staff appointment exits and notify a supervisor if additional after-hours support may be required.

SECRETARIAL SUPPORT – Student Accessibility Services and Mental Health & Wellbeing Teams

35%

- Monitor the departmental emails and faxes
- Photocopy, scan and fax documents
- Schedule, cancel, or reschedule appointments, gauging the priority, nature, urgency of student's needs when booking intakes and subsequent appointments
- Input and maintain electronic departmental schedules (Clockworks, Microsoft Bookings, Outlook, Telus etc.)
- Organize, maintain, and store confidential student records using a variety of filing systems (hard copy, electronic, file sharing, archives) as per PHIPA & FIPPA
- Input student registration information into departmental software
- Purge and eliminate out-dated files on an annual basis
- Proofread, edit, and format departmental documents
- Responsible for the design, formatting and updating of departmental forms, letter templates, labels, posters, presentations, and promotional materials
- Update and organize bulk printing or purchasing of various brochures, training materials, promotional items, outreach supplies, etc.
- Assist in the creation and dissemination of departmental communications (ie: mass emails)
- Maintain inventory of, and order office supplies, stationary, and equipment
- Update area websites

CLERICAL SUPPORT FOR MANAGERS

10%

- Maintain the Manager's schedule, prioritizing, scheduling, and coordinating changes as required
- Schedule appointments and set up meetings with various groups, as necessary
- Plan and prepare travel arrangements, conference registrations, memberships for Manager
- Collate financial aid documents and student fees for submission to internal departments
- Maintain master copies of all program policies and procedures and update these as changes are made
- Book classrooms, meeting rooms and equipment, when requested
- Building and maintaining custom departmental Microsoft workflows and apps (e.g., power automate, forms, automations)
- Prepare bi-weekly service provider reports for the manager
- Compile and prepare feedback survey reports
- Assist in the preparation of ad-hoc and annual reports for MHW programs, as needed
- Act as recording secretary for committees and meetings where Manager, as needed
- Maintain a filing system for records relating to programs that are supervised by the Manager

Any other duties as assigned.

QUALIFICATIONS:

EDUCATION:

Two-year Office Administration diploma from a recognized college (Medical Office Assistant, Child and Youth Worker (CYW), Social Service Worker (SSW), or Addiction and Mental Health Worker diplomas would be considered an asset).

Training and/or experiences may be substituted for formal academic training at the discretion of the University.

Training, Experience, Knowledge & Skills Required:

- Two years of relevant work experience, preferably in a social service or medical service setting
- SafeTALK and Mental Health First Aid certification or be willing to re-certify
- MS Office Suite (Word, Excel, PowerPoint, Bookings, Forms, power automate)
- Database software (ie: ClockWork, DATATEL / Ellucian)
- Experience with Canva, AdobePro, SharePoint, Internet, Outlook
- Electronic Medical Record software experience (Telus CHR)
- Knowledge of confidentiality procedures and ability to protect the confidentiality of verbal and written communication concerning students
- Ability to work with minimal supervision
- Excellent written and oral communication skills
- Excellent telephone, organizational and interpersonal skills
- Tact, initiative, and diplomacy
- Ability to organize workload according to various requests in a fast-paced and deadline-oriented environment
- Ability to work in an open-office concept with ongoing interruptions
- Knowledge of brochure layout, production, and design
- Knowledge of university policies and procedures

RELATIONSHIPS/CONTACTS:

Supervised by: Manager, Student Mental Health & Wellbeing

Internal: Students, staff, faculty

External:

- General public
- Community agencies
- Government agencies
- Catering services
- Travel, motels and car rental agencies

MATERIALS UTILIZED:

- Computers, laptops, laser printers, ink-jet colour printers
- Telephone and voicemail
- General office equipment

PHYSICAL, MENTAL DEMANDS & WORKING CONDITIONS:

- Visual and mental concentration
- Light to moderate physical demands
- Sitting
- Pleasant work surroundings
- Open workstations
- Noise and constant interruptions (open office)
- On Campus (5 days per week)

- Busy office environment

I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.

Employee Name (Please Print)

Employee Signature

Date

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Approvals

Supervisor

Date

Human Resources

Date