



CASWE-ACFTS

CANADIAN ASSOCIATION FOR SOCIAL WORK EDUCATION
ASSOCIATION CANADIENNE POUR LA FORMATION EN TRAVAIL SOCIAL

Job Description: Services Coordinator

The 35 hours per week position requires a staff person for the coordination and administration of two central services offered by CASWE-ACFTS: 1) Publishing of the CSWR-RCSS, the Canadian Social Work Review- Revue Canadienne de Travail Social, and 2) Online Field Instructor's course. The Services Coordinator will also provide some support with member services and membership engagement.

Reporting to the Executive Director, the Service Coordinator works exclusively remotely, completing tasks as required, independently and within a team. The candidate must be well organized, energetic, enthusiastic, able to work as part of a small, collaborative team, and flexible to changing priorities. The candidate should also have an openness to learning new software/platforms as required for the position. The candidate must be fluent in French and English and capacity in an Indigenous language is considered an asset. The workload may fluctuate given the annual cycle. Some occasional traveling will be needed as well.

I. General Responsibilities as the Managing Editor (14 hours/week)

The CASWE-ACFTS Office Managing Editor is the main staff responsible for the planning and production of the Association's journal. The Managing Editor coordinates editorial and production tasks as well as administrative tasks related to the journal. Reporting to the Executive Director, this position maintains a close working relationship with the Co-Editors and the Editorial Board of the CSWR-RCSS. The Managing Editor ensures that the Editorial Board's decisions are implemented within the Association's policies.

Editorial tasks

- Review process: obtain names of reviewers from editors and, if needed, from other editorial board members; contact and arrange for reviewers.
- Editorial process: correspondence with authors; copy and manuscript editing (English manuscripts); liaison with translator and copy editor, if applicable.
- Production process: preparation of files for layout or coordination with contractor in charge of layout; proofreading of formatted articles and final book; liaison with the publisher for electronic dissemination.
- Miscellaneous: provision of information and updates to Editorial Board; preparing agenda and minutes of meetings; ensuring calls for papers and calls for applications are prepared and sent as required.
- Contact and journal representative to Canadian Association of Learned Journal (CALJ)
- Support with drafting of an annual budget in advance of the AGM



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- Share information about budget with the Editorial Board annually
- Liaise between the Editorial Board, the Board of Directors and the Executive Director as needed.
- Provide updated subscriber list to the publisher annually.
- Provide files to other publishers as required (ex. ProQuest, JStor, etc)
- Other duties as required.

Administrative tasks

- Manage peer review: acknowledge manuscripts; obtain names of potential reviewers from editorial board members; contact potential reviewers; send papers for review; remind and thank reviewers; keep status report of pending articles up to date; maintain electronic article files.
- Respond to miscellaneous queries.
- Send calls for papers, calls for members, and other materials related to journal as required.
- Arrange and coordinate meetings and travel for Editorial Board members.
- Prepare necessary material for meetings and other relevant Editorial Board activities.
- Other duties as required.

II. General responsibilities as the course administrator (14 hours/week)

You are the primary administrative support for course(s) delivered online. The role is to facilitate success in the online learning experience. The staff is responsible for registration of participants, managing and updating the CASWE-ACFTS Online field instructor's course, and the course evaluation. The Services Coordinator (SC) works closely with the course lead(s) and relevant committees. The SC acts as the primary liaison between the content specialists, members, and participants. The SC responds to queries and concerns from participants.

Administrative/ Coordination Tasks:

- Support participants in registration, orientation, and progression through the course.
- Manage enquiries and concerns from participants and other Association members.
- Ensure technical capacity prior to course launch.
- Troubleshoot and solve technical issues efficiently.
- Guide and assist participants with the technical requirements of the course and help them navigate the online learning environment.
- Assist with course completion requirements (i.e. certificate of achievement).
- Provide administrative support to those associated with a course(s).



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- Maintain up-to-date course documentation.
- Coordinate the collection and integration of course content.
- Maintain, revise, and upload course content based on the content specialists' recommendations.
- Maintain accurate database of participants and other relevant course statistics.
- Liaise with other staff to ensure up-to-date course information is communicated to members.
- Draft reports and presentations as necessary.
- Act as an instructional support and training resource, providing resources on best practices and proven techniques on how to successfully support learning and instruction in an online environment.
- Conduct and summarize literature searches and reviews.
- Assist with data management and analysis.
- Such other duties as may be assigned from time to time.

III. General responsibilities for member services support (7 hours/week)

You will be providing administrative support for CASWE-ACFTS committees, caucuses as well as our membership.

Administrative Tasks

- Member support: Responding to members' queries by phone, email and in person as required.
- Committees and caucuses support: send communications, arrange for translation, participate to meetings.
- Support with membership renewals during annual renewal cycle.
- Support efforts for members' engagement and increased participation
- Prepare and distribute documents; file maintenance; travel and accommodation arrangements; expense claim submissions; log incoming/outgoing mail; prepare correspondence.
 - Assisting with the planning, implementation, and evaluation of member service events such as the AGM (including nomination and delegate information); provide onsite/online registration and support.
 - Provide any overall administrative support required for maximal organizational functioning, such as but not limited to:
 - File organizing and maintenance.
 - Prepare and/ distribute documents.



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- Schedule meetings
- Minutes taking and distribution.
- Cyberimppact
- Attend meetings as necessary.
- Problem-solve as needs arise.
- Other duties may be assigned as required.

Overall Qualifications:

- Bachelor's degree, or Master's degree, preferably in social work or related field
- Experience in a higher education environment
- Experience with editorial responsibilities and peer review processes
- English/French fluency (spoken and written)
- Capacity for taking the initiative and working independently.
- Ability to communicate technical solutions to a variety of audiences.
- Ability to maintain a professional, courteous and positive demeanor.
- Ability to work on multiple tasks simultaneously while under strict timelines.
- Willingness to learn and problem solve
- Excellent time management, task prioritisation capacities, and attention to detail
- Capacity to work with confidential information
- Familiarity with tools and mechanisms required for instructional facilitation in an online learning environment.
- Computer competency and knowledge of current technology and software (ie. Internet, Office).
- Experience with learning technology tools and learning management systems
- Ability to use Microsoft Office and content-management systems (i.e. OpenCMS)

Please note: This is a remote position, which requires access to a **stable internet connection**.

Candidates can send their CV and cover letter to ed-dg@caswe-acfts.ca. Only candidates who are shortlisted will be contacted for an interview. The posting will remain open as long as needed to find a robust fit for this position.