#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Assistant Director, Student Wellness Centre

**Job Number:** X-398 | VIP: 1671

**Band:** EXEMPT- 8

**NOC:** 0423

**Department:** Student Wellness Centre

**Supervisor Title:** Director, Student Wellness Centre

**Last Reviewed:**  July 8, 2021

#### **Job Purpose:**

In consultation with the Director, Student Wellness Centre (SWC) and in addition to the duties of Therapist, the Assistant Director (AD) is responsible to assist with the administrative and clinical responsibilities across the department of the Student Wellness Centre.

The primary focus of operations management of the Assistant Director is the coordination and management of delivery of all clinical programs under Counselling Services, as well as to ensure the integration and continuity of care across the Student Wellness Centre.

This position provides direct supervision, performance evaluation, and clinical consultation to administrative and clinical staff located in Counselling Services. As well, as provide effective leadership of a supportive environment that encourages productivity, staff success, and efficiency with workload management. The Assistant Director will conduct ongoing review of procedures and standards to ensure effectiveness of team performance. The Assistant Director provides consultation to staff and faculty regarding the mental health of students. The Assistant Director will act on behalf of the Director during absences. The Assistant Director will manage the recruitment and selection of Counselling team members and assist in the hiring of other Student Wellness Centre positions.

#### Key Activities:

##### Counselling Centre Leadership

* Oversee the operation of the Counselling Centre at Peterborough Campus.
* Lead the development and implementation of strategic goals and objectives of the Counselling Centre and advise the Director, Student Wellness Centre on strategic initiatives.
* Oversee special projects, including development & implementation, where applicable.
* Oversee the management of high risk cases
* Provide leadership, direction, and supervision and training for staff, contracted professional, and interns.
* Facilitation of peer consultation model of clinical supervision.
* Stay current with best practice models for service delivery.
* Maintains policy and procedure manual.
* Provide training and consultation to staff and faculty re: student wellness. Includes consultation with Case Management teams, interpretation of external assessments, conducting information sessions on the AODA and the Universities legal requirement, and identifying and addressing systemic barriers within the university.
* Oversee training and professional development programming for faculty, staff and student leaders/student staff related to student wellness, including prevention and intervention initiatives, in order to increase campus capacity for supporting students.

##### Consultation and Support

* Provide consultation and support to staff and faculty regarding mental health issues.
* Consultation might be sought for crisis prevention with a student known to be aggressive of disruptive, or for intervention strategies in supporting a suicidal student

##### Direct Client Intervention

* Engage in individual counselling of students

#### Education Required:

* Masters degree in Psychology, Social Work, Counselling, or related field
* Current registration with the College of Psychotherapist, Social Workers, Psychologist or equivalent.

#### Experience/Qualifications Required:

* 5 years of clinical practice in either an open community or private setting
* 2 years leadership/managerial experience preferred
* Experience with/lived experience of oppression, racism, homophobia, transphobia and/or ableism and/or personal connection to queer or trans communities of color, including newcomer and disability communities will be an asset.

#### Supervision:

* Provide training, guidance and direction, assigning and monitoring work for accuracy and completion and providing input into staffing decisions and performance evaluations for the following staff:
  + Administrative Assistant, Counselling Centre
  + Therapists
  + Interns

**Job Evaluation Factors:**

##### Analytical Reasoning

* On an ongoing basis will require significant research and planning to identify innovations and efficiencies for service delivery. Assessment of multiple models and evolving trends to identify the best set of service delivery options will be critical.
* Students present with emotional distress and crises. Analytic reasoning is utilized in order to triage and assess risk, delineate nature of the difficulty, and formulate interventions.
* Student needs and demand for service evolves and shifts throughout the year and over time. This requires ongoing problem solving and flexibility in the manner in which services are provided.
* Counselling personnel, learning strategists and medical professionals require clinical support in debriefing critical incidents and problem-solving complex client issues.

##### Decision Making

* Determine need and urgency of student requests in order to service students in an appropriate manner to ensure their safety and well-being. This includes crisis management and knowing how to handle highly sensitive situations that could have a negative impact on the university.
* Decisions about staffing and the best models to provide comprehensive counselling services to students.
* Implementation of policies and procedures.

##### Impact

* Decisions on staffing, goals and departmental structure will impact student well-being, learning outcomes, retention, and risk management. Ineffective decisions can result in attrition and harm to student, others and the institution.
* Impact of inappropriate therapeutic response may result in harm to student or others. In addition, poor decisions may result in litigation that could damage the reputation of the Health and Wellness Centre and University.
* The impact of an inappropriate therapeutic decision could result in student needs not being met, lengthy wait-times for services, compassion fatigue and discontent among the professional staff, and budget variances.
* Inconsistent implementation of policy and procedure may result in unfair and unethical practices along with confusion among staff and clients.
* Inappropriate advice may result in harm to student or others.

##### Responsibility for the Work of Others

Direct responsibility for the following staff at Counselling Centre, including hiring, firing and direction of daily activities:

* + Administrative Assistant, Counselling Centre
  + Therapists
  + Interns

##### Communication

Internal:

* Interaction throughout the campus community on Counselling needs, initiatives and trends.
* On a referral basis, counsel students experiencing emotional distress and their significant others.
* Consultation and training to faculty/staff about students’ mental health issues/status and how best to meet their needs.
* Liaise with other university services in providing interdisciplinary interventions.

External:

* Acts as Trent representative to professional provincial organizations including, but not limited to the Health, Counselling, and Disability Directors.
* Community Resources: Establish and maintain vital links and services extended to the Trent community.
* Family Members: Provide information about services and share specific clinical information about a student as consent permits.
* Community Collaterals: Liaise with other agencies and professionals to coordinate a continuum of care.

##### Motor/ Sensory Skills

##### Fine motor skills - Use of keyboard

##### Visual - To interpret/assess emotional state of students as expressed through visual cues

##### Auditory - To interpret/assess emotional state of students as expressed through auditory cues

##### Effort

##### Mental:

##### Sustained attention - Manage complexity of multiple service needs and deliverables. High stress at random points throughout the year. Counselling sessions which requires focus upon student paying attention to mental details.

##### Sustained concentration - Remain attentive to student discussing their distress

##### Physical:

##### Sitting - Counselling for 1 hour per student; keyboarding (i.e.: client documentation and communication).

##### Working Conditions

##### Physical:

##### Potentially working in multiple locations

##### Psychological:

##### Some students are facing psychological or emotional crises and need professional advice, support and/or referral to other health agencies. Incumbent has no control over frequency of occurrence, and dealing with crisis situations, including student deaths, can be very stressful.

##### Some students can present as unstable, angry and confrontational.

##### Administrative demands can conflict with clinical responsibilities, particularly when dealing with overload demand.