#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Manager, Community Wellness & Care

**Job Number:** X-478 | VIP: 1996

**Band:** EXEMPT-6

**Department:** Student Housing

**Supervisor Title:** Assistant Director, Residence Life & Education

**Last Reviewed:**  June 17, 2024

#### **Job Purpose:**

Reporting to the Assistant Director, Residence Life & Education, the Manager is responsible for fostering a culture of health and wellbeing for students and staff across the portfolio. The Manager is responsible for the design and implementation of a holistic wellbeing strategy to proactively support students living in residence. The incumbent actively builds capacity and fosters resilience with students and staff. Working collaboratively with the Student Wellness Centre, Student Affairs, and Residence Life & Education staff, the incumbent manages individual student wellness cases.

#### Key Activities:

* Design, implement, and evaluate a holistic wellness strategy for proactively supporting students living in residence. Ensure collaborative working relationships with campus partners.
* Work with students living in residence who have disclosed accessibility requirements to help ensure a smooth transition to residence life and connect students with the appropriate University resources.
* Triage high-level wellness cases, acting as a support and coordinating point for students who are experiencing wellness difficulty or are in crisis. Meet with students to provide support, create safety plans, and provide resources and referrals.
* Refers students and staff, when necessary, to campus and external partners (e.g., Student Wellness Centre, Employee Assistance Program, Sexual Violence & Prevention Office, PRHC, Lakeridge Health).
* Provide guidance to staff members in managing lower-level student wellness concerns, connecting with appropriate campus resources as required.
* Facilitates regular debriefing sessions for student and professional staff who respond to impactful situations in their work.
* Provides training to staff on self-care, building resiliency, boundaries, and skills to manage stress associated with their roles.
* Use community trends, research, best practices, and assessment data to develop proactive and reactive wellness initiatives in residence. Work collaboratively with the Residence Education Coordinator on program and learning experiences for residence students.
* Support the development of portfolio policies and procedures, providing perspectives on the impact to the wellbeing of students and staff.
* Provides human resources leadership and management for a team of student interns.
* Other duties as assigned.

#### Education Required:

* A graduate degree in social work, public health, counselling, kinesiology, or a related field is required.
* Certification in areas such as suicide prevention, mental health first aid, conflict resolution, and/or risk assessment is considered an asset.

#### Experience/Qualifications Required:

* Seven (7) years of experience in developing strategies that support individual health and well-being.
* Proven ability to make independent and sound case management decisions involving complex issues.
* Knowledge of best practices and guiding frameworks related to student health and well-being, including trauma-informed practices, the Okanagan charter, motivational interviewing, and professional standards.
* A high degree of initiative, resourcefulness, critical thinking, and attention to detail with an ability to manage multiple and competing tasks and priorities.
* Conceptual skills to understand complex interpersonal challenges, think through problems, and coach others to motivate them to make behavioural changes.
* Working knowledge of relevant legislation and university policies and procedures.
* Experience with managing crisis situations is an asset.
* Demonstrated commitment to equity, diversity, and inclusion.
* A clear police record check is required as a condition of employment.

#### Supervision:

* Direct:
	+ A minimum of 3 student interns