#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Manager, Student Wellness (Durham)

**Job Number:** X-452 | VIP: 1941

**Band:** Exempt – 8

**NOC:** 31300

**Department:** Student Affairs Durham

**Supervisor Title:** Director, Student Affairs Durham

**Last Reviewed:**  July 4, 2023

#### **Job Purpose:**

Reporting to the Director, Student Affairs Durham, the Manager, Student Wellness (Durham) is responsible for administrative and clinical responsibilities related to student wellness across the department of the Student Affairs Durham, in addition to duties as a Therapist.

The Manager has a primary focus on operations management related to the coordination, integration, and continuity of care in delivery of all programming provided under Counselling Services, Student Accessibility Services (SAS) and wellness programming across Student Affairs Durham.

This position provides direct supervision, performance evaluation, and clinical consultation to administrative and clinical staff located in Counselling and Student Accessibility Services. The Manager provides effective leadership through the creation of a supportive environment that encourages productivity, staff success, and efficiency with workload management. The Manager will conduct ongoing review of procedures and standards to ensure effectiveness of team performance.

Clinical consultation is provided by the Director, Student Wellness Centre.

#### Key Activities:

**Leadership & Strategy**

* Provides strategic direction in the development, implementation, and assessment of a continuum of services and wellness-related programming offered through Student Affairs Durham, including prevention and health promotion programming, counselling services, student accessibility services, and exam centre.  Advises the Director on strategic initiatives.
* Offers consultation to staff and faculty regarding both the mental health of students and the needs of students identified with a disability.
* Facilitates interdisciplinary team of registered health professionals, accessibility advisors, and exam centre support staff in the delivery of coordinated services and programming.
* Oversees training and professional development programming for faculty, staff, and student staff/leaders related to student wellness and accessibility, including prevention initiatives and intervention strategies to increase campus capacity for supporting students and addressing retention.
* Explores opportunities to build capacity in service provision for student wellness.
* Ensures a comparable delivery of service and an equivalent student experiences across campuses through collaboration and consultation with the Student Wellness Centre (Peterborough).
* Acts on behalf of the Director, Student Affairs Durham during absences.

##### Counselling and Accessibility Services Management

* Oversees the operation of the Counselling and Student Accessibility Services (SAS) including the Exam Centres at the Durham campus.
* Oversees special projects, including development & implementation, where applicable.
* Supervises the management of high-risk cases. Seek consultation from the Director, Student Wellness Centre Ptbo on high risk and/or complex clinical cases. Reports high-risk cases to the Director, Student Affairs Durham.
* Provides leadership, direction, and clinical & administrative supervision and training for staff, contracted professional, and interns.
* Facilitates the peer consultation model of clinical supervision.
* Remains current with best practice models for service delivery with a commitment and understanding of equity, diversity, inclusion and reconciliation as they relate to mental health, wellness and student accessibility services for the Trent Durham communities.
* Maintains procedure manuals for both Counselling and Student Accessibility Services to ensure consistency in practices.
* Supervises recruitment, core training, and health promotion programming provided by Peer Health Educators
* Guides peer support programming related to health, wellness and accessibility.
* Builds and maintains partnerships to enhance service delivery within the university and broader community.

##### Direct Client Intervention

* Engages in individual counselling of students.
* Engages in completing intake interviews, reviewing documentation from accredited, diagnosing health professionals and creating accommodation plans with students and faculty on a referral basis, either due to complexity or in peak demand / coverage situations.

#### Education Required:

Masters degree in Psychology, Social Work, Counselling, or related field

Current registration with the College of Psychotherapist, Social Workers, Psychologist or equivalent. Obtained CRPO’s independent practice status (or equivalent) and meets requirements for clinical supervisor.

#### 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.
* Excellent understanding of ethical issues related to university student counselling and accessibility and the relevant legislative requirements.
* Familiarity with social model of disability and understanding of functional impact of disability related symptoms within the academic environment.

#### Supervision:

Provide clinical supervision, 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:

Therapists

Accessibility Advisor & Learning Strategists

Exam Centre Coordinator

Exam Centre Program Assistant

Interns

Proctors/Scribes

**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 other staff 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 and accessibility 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 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.
* Impact of inadequate support for students requiring accommodations under AODO may result in Human Rights complaints, litigation and could damage the reputation of the university.

##### Responsibility for the Work of Others

Direct responsibility for the following staff in Student Affairs Durham , including hiring, firing and direction of daily activities:

* + Therapists
  + Accessibility Advisor & Learning Strategists
  + Exam Centre Coordinator
  + Exam Centre Program Assistant
  + Proctors/Scribes
  + Interns

##### Communication

Internal:

* Interaction throughout the campus community on Counselling and Accessibility 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 and accessibility issues/status and how best to meet their needs.
* Liaise with other university services in providing interdisciplinary interventions.

External:

* Acts as Trent Durham representative to professional provincial organizations including, but not limited to the Health, Counselling, and Accessibility.
* 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.