#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Team Lead, Counselling & Student Accessibility Services

**Job Number:** A-234 | VIP: 1456

**Band:** OPSEU- 11

**NOC:** 4153

**Department:** Student Affairs – Durham

**Supervisor Title:** Manager, Student Affairs

**Last Reviewed:**  June 21, 2021

#### **Job Purpose:**

In consultation with the Manager of Student Affairs Durham, and in addition to primarily the duties of a Therapist, the Team Lead is responsible for coordinating the clinical operation of Counselling and Student Accessibility Services. This includes providing direction in the development, implementation, and assessment of a continuum of services and programs offered on the Durham GTA campus including, campus-wide health education programming, counselling, and student accessibility services with the aim to promote student wellbeing, transition, and retention.

The Team Lead provides consultation to staff and faculty regarding both the mental health of students and the needs of students identified with a disability.

The Team Lead will remain current with evidence-based research in the fields of mental health, accommodation, and trends in service delivery models within the post-secondary environment.

#### Key Activities:

**Counselling & Student Accessibility Services Leadership**

1. Coordinate the clinical operation of Counselling and Student Accessibility Services at the Durham-GTA campus.
2. Develop and implement an integrated model of care with a defined scope of practice.
3. Engage in program evaluation and review of service provision efficiencies to address gaps related to presenting needs of student population.
4. Lead in the creation and maintenance of consistent practices within counselling and student accessibility services.
5. Aid in onboarding for new hires including the provision of core training as related to the role.
6. Facilitate peer consultation model of clinical supervision.
7. Lead case management meetings related to integration of counselling and student accessibility services.
8. Provides training in suicide awareness and prevention to faculty, staff, and students.
9. Recruit, train and lead Peer Health Education student staff to provide programming aimed at raising awareness and prevention of common student health experiences.
10. Liaise with student associations in the development of peer support programming.
11. Provide clinical and administrative supervision to therapist interns.
12. Liaise with community partners with aim to build relationships and enhance service delivery (Ontario Shores, DRCC, CMHA, DDC, CAREA, Durham Aids Committee, post-secondary institutions and other community agencies).

**Direct Client Intervention**

**Counselling Services**

1. *Assessments:* Conduct individual interviews to assess social, emotional, behavioural, and psychological functioning, including suicide risk assessment, homicidal risk, and screening for mental status.
2. *Personal Counselling:* To use professional judgement, therapeutic techniques, and recognised practice models to establish a therapeutic relationship, clarify and identify challenges, offer psychosocial education, and collaboratively develop plans and/or recommendations to assist in achieving therapeutic goals.
3. *Group Counselling:* To design, deliver, and evaluate process therapy groups to meet the identified clinical needs of the student population (i.e.: eating disorders, grief, queer identities, affect regulation, survivors, ACOA).
4. *Crisis Counselling:* To intervene in crisis situations (i.e.: attempted suicide, tragic death, sexual assault) by providing support and assistance through debriefing, supportive counselling, and consultation.
5. *Collaboration:* Works closely with FPHL Counsellor for Durham Campus and other service extensions related to mental health of student population
6. *Prevention & Education:* To design, deliver, and evaluate workshops and presentations which promote a proactive and holistic approach to health & wellness (i.e.: relationships, life balance, interpersonal development; assertiveness, self-esteem).
   1. *Peer Health Education:* Oversee peer health education team in the creation of resource hub for students focused on raising awareness, normalizing and prevention of common student health issues.
7. *Documentation:* To complete thorough intake reports for all incoming clients. To keep accurate and up-to-date notes on each session for ongoing continuity of care and for legal purposes should the need arise.
8. *Privacy:*To ensure compliance with the Personal Health & Information Privacy Act (2004).

**Student Accessibility Services**

1. Engage 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
2. Other duties as required.

#### Education Required:

Masters Degree in Psychology, Social Work, Counselling or related field. Current registration with a regulatory college permitted to practice the controlled act of psychotherapy.

#### Experience/Qualifications Required:

* Minimum five years clinical and counselling/psychotherapy experience. Preference given to post-secondary setting experience with knowledge of unique issues facing university students and those related to diverse groups, including persons with disabilities.
* 2 years leadership / managerial experience preferred.
* Has obtained CRPO’s independent practice status and meets requirements for clinical supervisor.
* Demonstrated ability to work collaboratively within an inter-disciplinary team-based model.
* Demonstrated crisis management and triaging skills to respond to service needs.
* 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:

Lead hand to the

* Therapist
* Interns
* Peer Health Education student positions

Provide training, guidance and direction, assigning and monitoring work for accuracy and completion and providing input into staffing decisions and performance evaluations.

**Indirect**

Administrative Staff – Student Services Durham

Peer Supervision – Therapist & Exam Centre Coordinator/Accessibility Advisor.

TDSA Student Peer Supporters

**Job Evaluation Factors:**

**Communication**

Requires tact & courtesy, exchange of information, explanation and interpretation, judgment and recommendations.

Internal:

* Counsel students experiencing emotional distress
* Consultation and training to faculty and staff
* Liaise with other University services

External

* Community mental health collaterals
* Family members
* Community partners for events, workshops, shared services

**Motor/ Sensory Skills**

* Fine motor – Keyboarding
* Visual - Interpret/assess emotional state of students as expressed through visual cues
* Auditory - To interpret/assess emotional state of students as expressed through visual cues

**Effort**

Mental:

* Sustained attentions - Counselling requires a focus on the client to pay attention to both verbal and nonverbal communication
* Sustained concentration - Remain attentive and congruent with clients emotional state

Physical:

* Sitting - Counselling for 1 hour per student, often back-to-back sessions; keyboarding (i.e.: client documentation and communication)
* May physically lift and move boxes, equipment, and storage items for dissemination at events and programs
* Extended concentrated screen time when using video therapy

**Working Conditions**

Psychological:

* Stress - Some students are facing psychological or emotional crisis and need professional advice, support and/or referral to other health agencies. Incumbent has no control over occurrence and dealing with a crisis situation can be very stressful
* Fear - Some students can present as unstable, angry and confrontational
* Must prioritize and manage multiple demands and high volume of student needs