#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Manager, Student Health Services

**Job Number:** X-257 | VIP: 1062

**Band:** EXEMPT-7

**NOC:** 3011

**Department:** Student Health Services

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

**Last Reviewed:**  October 10, 2022

#### **Job Purpose:**

Reporting to the Director, Student Wellness Centre, the Manager of Health Services is primarily responsible for overseeing the department, including program planning, supervision of internal staff, and liaising with healthcare contractors to ensure the safe and effective delivery of quality care to Trent University Students. The Manager oversees program development, coordination, and evaluation, as well as the hiring and training of staff. The Manager liaises with multiple offices on campus as well as with key stakeholders in the Peterborough community and provides leadership in establishing and maintaining a healthy campus community.

The Manager of Health Services also has a leadership role within the overall Student Wellness Centre and works collaboratively with the Assistant Director and Team Leader of Accessibility Services. In so doing, all Managers represents and harnesses the expertise of their multidisciplinary teams, fostering cohesion among team members and enhancing the continuity of care in supporting the biopsychosocial needs of our students.

#### Key Activities:

***Management & Administration:***

1. Coordinate the operation of Student Health Services and provide leadership and supervision for all clinical and administrative staff.
2. Responsible for hiring, organizing training and supervision of Student Health Services staff.
3. Establish and maintain clinic policies and procedures in accordance with legislative requirements and standards of practice (i.e. College of Physicians and Surgeons, College of Nurses of Ontario, etc.). Ensure regular review and revisions. Support practitioners to work with their regulatory standards and maintain an environment that enables this.
4. Ensure infection control measures are established, practiced, and reviewed with all staff in accordance with Public Health Ontario and Occupational Health and Safety guidelines.
5. Provide leadership for the seamless treatment, care and support for student disclosing sexual violence. Appropriately liaise and collaborate with other care providers and supports based on the wishes and healthcare needs of the student.
6. Supports Director and Assistant Director in budgetary decisions that impact Health Services within the overall Student Wellness Centre budget.
7. Seek opportunities for expanded health services, including funding and grant opportunities, and advocate for health services needs amongst healthcare decision makers.
8. Works in close collaboration with the Director, Assistant Director and Team Leader of Accessibility Services to build capacity, inform policy and procedure within the university, and to communicate our model to PSE institutions and other external stakeholders.

***Student Wellness Centre Leadership:***

1. Develops and implements professional development sessions and business meetings for the Student Wellness Centre in collaboration with the Director, Assistant Director, and Team Leader of Accessibility Services.
2. Review models of collaboration, communication, and integration among Health, Counselling, and Accessibility Services.
3. Member of the Care Coordination team focusing on harmonizing interdisciplinary treatment plans and ensuring continuity of care for students who present with complex clinical issues.
4. Facilitate and support data collection, management, and dissemination to maintain current knowledge of student wellness interests, issues and needs. For example, through the National Campus Health Assessment Survey.

***Campus Leadership:***

1. Participate in the development and revision of campus-wide policies, protocols, and procedures. For example, pandemic planning, sexual violence prevention, and alcohol misuse prevention.
2. Consult with and represent Student Health Services team regarding campus-wide health and wellness issues, initiatives and events and represent their clinical voice in the campus community.
3. Work closely with other student support services, departments, student groups, and community agencies to develop and implement robust health and wellness communications, programing, and activities on campus. For example, orientation week programming, and student leadership training.
4. Support and facilitate connections between community agencies and departments at Trent University. Provide community health liaison.

***Student Health Promotion Programming Supervision:***

1. Responsible for hiring, and supervision of Student Health Promotion student staff.
2. Support and build student staff capacity to improve student awareness of pertinent health concerns regarding health, disease prevention and lifestyle choices.
3. Guide and mentor student staff in providing leadership, structure, logistics management and team building for student volunteers.
4. Coach students in collaborating and communicating with other student groups.
5. Provide direction for event and initiative planning, implementation and evaluation using health communication and health education strategies.

#### Education Required:

* Honours University Degree (4 years) in Nursing required.
* Current registration, in good standing with no practice restrictions, as a Registered Nurse with the College of Nurses of Ontario; registration with CNO in the Extended Class strongly preferred.
* Membership in the professional associations (Registered Nurses’ Association of Ontario, Canadian Nurses’ Association).

#### Experience/Qualifications Required:

* Three years of clinical practice in primary health (e.g. Public Health, Community Nursing, Occupational Nursing, Ambulatory Care, Family Health Team, or NP Led Clinic).
* Two years leadership/managerial experience preferred.
* Experience with program planning, implementation, and evaluation.
* Demonstrated ability to work collaboratively in an inter-disciplinary team-based model.
* Excellent verbal, written and cross-cultural communication skills.
* Demonstrated ability to exercise good judgement, creativity, initiative, and sound decision-making in applying and interpreting a variety of policies and procedures.
* Sound knowledge of nursing practice, and clinical standards for regulated health care professionals.

**Job Evaluation Factors:**

**Responsibility for the Work of Others**

Direct Responsibility for the Work of Others:

* Nurses
* Medical Office Secretaries
* Student Health Promoters
* Community Nursing Student Placements

Indirectly Responsible for the Work of Others

* Leave the Pack Behind Student Staff
* Consolidation Nursing Students
* Physicians and other professional service contractors or volunteer healthcare professionals

**Communication**

Internal:

* Student Wellness Centre Staff (Counselling, Accessibility)
* Housing Department
* Colleges
* Department of Student Transitions and Careers
* Security, including Trent University Emergency First Response Team student executive
* Trent/Fleming School of Nursing
* First Peoples’ House of Learning
* Trent International Program
* Any student, staff or faculty
* Print Shop
* Physical Resources Department

External:

* Parents
* Community Health Partners (including but not limited to); PARN, Peterborough Public Health, Women’s Health Care Centre, Kawartha Sexual Assault Centre, Peterborough Regional Health Centre, Peterborough Family Health Team, laboratories, and diagnostic imaging centers, other primary healthcare providers, and pharmacies.
* YMS Electronic Medical Records
* Suppliers for pharmaceutical and medical office supplies and equipment
* Ministry of Health and Long-Term Care and Local Health Integrated Network

**Motor/ Sensory Skills**

* Must have strong critical thinking and ‘in-the-moment’ problem solving skills.
* Ability to navigate difficult situations with students, staff, and other departments
* Ability to exercise strong decision making and judgement.
* Conflict resolution, mediation, and diplomacy.
* Active listening
* *Additional Nursing Requirements*: High level of precision with, in particular to the administration of medications, applying dressings, removing sutures, , eye examinations, handling cultures, throat swabs and computer skills. Must use all senses to provide thorough assessment, treatment and intervention.

**Effort**

Mental:

* Sustained attention and high comprehension for written and verbal information.
* Able to prioritize and respond to many varied demands for advice, interpretation, and response in areas of clinical decision making.
* Ability to move from one task to another rapidly and accurately.
* Ability to solve complex, multi-dimensional and sometimes long-term challenges.

Physical:

* Sitting for extended periods of time with freedom to move about, small amounts of

 walking, standing, and lifting.

**Working Conditions**

Physical:

* Exposure to illness and disease from close contact is an issue. Must maintain immunizations and give careful attention to frequent hand washing.
* Exposure to needle stick is a possibility. Careful disposal of soiled linen and bio-hazardous waste is used to prevent possible exposures.
* Sitting for long periods of time

Psychological:

* Psychologically demanding
* Some clients of the health service are facing psychological or emotional crises
* Management of departmental complaints and conflicts
* Providing ongoing support for staff who frequently deal with sensitive student concerns