

Job Description

Job Title:	Manager, Counselling Services (Crisis, Intake & Support Coordination)
Department:	Campus Wellness
Reports To:	Associate Director, Counselling Services
Jobs Reporting:	Intake Specialist, Counsellor, Psychologist
Salary Grade:	USG 14
Effective Date:	May 2023

Primary Purpose

Reporting to the Associate Director, Counselling Services (AD), the position of Manager, Counselling Services (Crisis, Intake & Support Coordination) is accountable for supervisory responsibilities of a specialized team providing front line clinical mental health programs and services for individuals experiencing mental health crises, connecting clients to resources & providing mental health support to individuals on an episodic basis to help maintain their wellness and achieve academic success. This role serves as the escalation point for the team and will therefore need to make quick decisions in high-risk situations. The incumbent will work closely with other members of the Campus Wellness Leadership team to ensure services offered to students are contributing to the vibrant student experience and the wellness of our campus community. This position is responsible for effectively managing staff, policies, processes, and programs involved in the provision of counselling services.

This position will help lead their team to use inclusive, integrative, anti-racist, anti-oppressive, and trauma-informed approaches in all aspects of client-care and employee management, centering employee safety and engagement alongside client-centeredness. The services provided by the Counselling team focus on campus community mental health, psychological wellness, and safety at the University of Waterloo (UW). This is vital for the personal and academic success of UW's members. This Manager will employ a participatory style of leadership to fortify a culture of caring and achieve cohesion within their team and in all interactions across Campus Wellness. They are pivotal in working with their team to create a transformative, future-ready service in a world changed by a racial reckoning, a mental health awakening, and a global pandemic.

The Manager performs their duties conscientiously and responsibly, adheres to high personal standards of behaviour with students, colleagues, members of the University community and clients of the University, community colleagues and resources, and in a manner consistent with the ethics and responsibilities of their own profession.

Key Accountabilities

Multidisciplinary Team Management and Coaching:

The Manager provides leadership in the development and facilitation of multidisciplinary service delivery teams who provide mental health treatment on campus. They demonstrate skill in the following areas:

- Meeting individually with team members for monthly supervision with an emphasis on clinical consultation, case file reviews, and professional growth & development
- Managing and coaching an allocation of clinical staff, providing a supportive environment that encourages productivity, staff success, as well as efficient and healthy workload management.
- Engaging in effective & equitable recruitment selection procedures and standards
- Focusing team effectiveness on University of Waterloo goals, and Counselling Services'

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<p>values of Community, Care and Growth</p> <ul style="list-style-type: none"> • Overseeing the professional training and development of team members, including an emphasis on counsellor development through the career path. • Leading with a collaborative, relationship based, growth mindset • Facilitating staff annual performance appraisals and addresses performance management needs of staff.
<p>Relationships/Partnerships: Cultivating and stewarding strong working relationships and partnerships, including:</p> <ul style="list-style-type: none"> • Working closely with others within Campus Wellness and other relevant stakeholders on and off campus to help provide the best programs and services to the students • Taking a collaborative approach to developing strategies that strive to achieve the institutional vision of a vibrant student experience • Creating partnerships with wellness service providers on campus to contribute to a comprehensive wellness strategy for the campus community
<p>Clinical Responsibilities:</p> <ul style="list-style-type: none"> • Conduct routine clinical file audits to ensure adherence to ethical and standard practice guidelines • Provide on call support to counsellors working evening hours, as a part of a management on call rotation (<i>Flexible work hours provided should a call be received in the evening</i>) • Facilitate monthly clinical supervision meetings with staff <p>The MCS provides clinical psychotherapy with individual clients at a reduced clinical load to allow them to meet their administrative, managerial and coordination responsibilities. It is expected that no more than 25% of the MCS's is devoted to clinical service delivery to allow for an emphasis on staff development at both an individual and team level.</p> <p>Coordination of Specific Responsibilities: The Manager oversees the coordination of and is responsible for one or more areas of Counselling Services. The coordination responsibilities of this position include:</p> <ul style="list-style-type: none"> • Coordination of Intake and Crisis Response: This manager maintains a thorough knowledge and expertise in best evidence-based intake practices and ensures these practices are well designed, implemented and evaluated to fit the needs of Waterloo students. The MCS works with clinicians and intake specialists to ensure adequate intake and immediate response coverage. The MCS also oversees intake procedures around students seeking a change in clinicians are followed. They respond to requests from professionals and others both within Campus Wellness as well as from the broader University community and beyond regarding intake information, crises, and other related queries. They manage procedures related to new student clients entering Campus Wellness with mental health concerns, as well any waiting list related to intake. In conjunction with the Intern/Resident coordinator, they determine which clients are seen by practicum students/interns/residents providing counselling services.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

<p>Education</p> <ul style="list-style-type: none"> • Completion of a Master's degree in a mental health field is necessary. PhD in a related field is beneficial. • Registered in a regulated mental health profession within the Province of Ontario. • Theoretical and practical training in individual and group counselling
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Experience

- Experience providing intake services and mental health crisis intervention.
- Ability to make quick decisions and problem solve in high pressure/high risk situations.
- Experience conducting clinical consultation & debriefing sessions.
- Process review/continuous improvement experience
- Progressive clinical and administrative experience in a student-focused post-secondary environment with a background highlighted by mental health and student development expertise.
- Formal management or supervisory experience with oversight of direct reports
- The provision of clinical supervision for mental health counselling professionals

Knowledge/Skills/Abilities

- Competencies will include strategic thinking, leadership, human resource management, organization, and communication as well as an appreciation of the benefits of collaborative intra and inter-departmental functioning in an ever-changing environment.
- Demonstrated experience applying learning in the areas of equity, diversity, anti-racism, inclusion and/or accessibility to their leadership practice, program and/or strategy development.
- Experience in facilitation required.
- Demonstrated ability to contribute to and thrive in a collaborative environment and to apply a positive team approach when working with colleagues.
- Exceptional communication and relationship building skills.
- Demonstrated ability to support cross functional teams and build consensus. Sensitive to the diverse perspectives of stakeholders and works with them to resolve differences.
- Ability to engage in challenging conversations with tact.
- A clear Vulnerable Sector Check is required

Nature and Scope

- **Contacts:** Internally, the MCS interacts regularly with the Associate Director as well as other members of the Campus Wellness Team, members of other student service departments (e.g. AccessAbility Services, Athletics & Recreation, Centre for Career Action, Co-op Education, Police Services, Registrar's Office, Student Success Office, etc.) and members of academic units. Externally, the MCS interacts with partners in other post-secondary counselling centres as well as members of community mental health agencies, professionals and with hospitals. They are responsible for maintaining and enhancing strategic working relationships in all of these areas within the parameters of their manager role responsibilities.
- **Level of Responsibility:** The MCS is responsible and accountable to the Associate Director, Counselling Services in the development and execution of all operations and strategies related to the provision of intake services related to the mental health of clients of Campus Wellness
- **Decision-Making Authority:** Works within a management team; responsible for direct reports as listed above.
- **Physical and Sensory Demands:** Minimal demands typical of a clinical and administrative position operating within an office environment.
- **Working Environment:** The position is exposed to stress and pressure associated with senior clinical and administrative responsibilities. It involves moderate psychological risk resulting from difficult and unavoidable exposure to disagreeable and uncomfortable environmental and psychological conditions. There will be unusual hours and schedules. The position involves the stresses associated with urgent clinical needs, multiple and/or tight deadlines beyond one's control, and constant interruptions.