

Job Description

Job Title:	Associate Director, Health Services
Department:	Campus Wellness, Health Services
Reports To:	Medical Director, Health Services
Jobs Reporting:	Nursing Supervisors, Laboratory (Venipuncture) Technician
Salary Grade:	USG 13
Effective Date:	February 2018

Primary Purpose

Reporting to the Medical Director, Health Services, the position of Associate Director, Health Services (ADHS) encompasses both administrative and clinical responsibilities for the department which assist in the operations of the Service.

The primary focus of operations management of the ADHS is the coordination and management of the delivery of all programs, procedures, and services for primary health care for UWaterloo students in a manner that enhances

- collaboration among all health, wellness and support services at the University of Waterloo
- access to and availability of best practice for health services
- a focus upon prevention and early intervention regarding the health service needs of UWaterloo students
- the safety, well-being, wellness, and the personal and academic success of UWaterloo students

The ADHS works with UWaterloo students, faculty, and staff in providing consultation and support to assist in the primary health care issues that are affecting individual's academic, personal, and social functioning. As an effective and contributing team member, the ADHS works closely with the Medical Director, consults with other Health Services professionals as well as other UWaterloo departments, faculties, and services to ensure the health needs of the UWaterloo student community are being met through effective operation of the health centre, strategic planning regarding unmet need.

Key Accountabilities

<p>Team Building and Staff Management</p> <ul style="list-style-type: none"> • Provides daily operational management, support, advice and guidance to the HS team(s) and clinics. Collaborates with Nursing Supervisor (s) and the Medical Director to develop structured schedule of activities to promote team-based, interdisciplinary care.
<p>Budget preparation and monitoring</p> <ul style="list-style-type: none"> • Working with the Medical director, prepares annual budget for the Health Centre. Monitors expenditure throughout to ensure year-end balanced results.
<p>Risk Management, Program Evaluation and Project Planning</p> <ul style="list-style-type: none"> • The ADHS oversees the coordination of the collection, analysis, presentation and utilization of all data associated with student-patient needs, satisfaction and efficacy of service delivery. The ADHS oversees operational planning and risk management. Ensures that identified risks in the operation of the Health Centre are reduced to optimal levels.
<p>Multidisciplinary Team Management</p>

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- The ADHS provides leadership in the development and facilitation of multidisciplinary service delivery disposition teams in the provision of healthcare treatment on campus.

Critical Response Management

- The ADHS collaborates with the Nursing Supervisor(s) to facilitate the delivery and ongoing evaluation of UWaterloo crisis response including an effective intake/triage management system and crisis intervention. The ADHS and the Lead Nurse also coordinate and facilitate HS's response for consultation and intervention for critical healthcare situations for the UWaterloo student community by providing support, assistance, and guidance through debriefing, healthcare intervention and consultation as well as liaising with UWaterloo Police Services and other off campus Police departments as required.

Required Qualifications

Education

- Completion of a BScN is required. A Masters degree in a health related field is preferred.
- Holds an unrestricted license for independent practice from the College of Nurses of Ontario (CNO)

Experience

- 7-10 years' progressive clinical and administrative experience in a health care service delivery with a background highlighted by student-focused post-secondary environment.

Knowledge/Skills/Abilities

- Competencies will include a knowledge base in nursing care, strategic thinking, demonstrated leadership experience, 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.
- Proficient computer skills using MS Word, Excel and PowerPoint
- Electronic Medical Record experience

Nature and Scope

- **Contacts:** Internally, the ADHS interacts regularly with the Medical Director and Nursing Supervisor(s) as well as other members of the HS team, members of Campus Wellness Senior Management, members of other student service departments (e.g. AccessAbility Services, Athletics & Recreation, Centre for Career Action, Co-op Education, Human Resources, Police Services, Registrar's Offices, Student Success Office, etc.) and members of academic units. In addition, the ADHS interacts regularly with Manager, Wellness Administration in regards to administrative aspects of delivery of services. Externally, the ADHS interacts with partners in other health service centres, professionals, and hospitals. The ADHS is responsible for maintaining and enhancing strategic working relationships in all of these areas within the parameters of the role of responsibilities.
- **Level of Responsibility:** The ADHS is responsible and accountable to the Medical Director, HS in the development and execution of all operations and strategies related to HS and the health of the UWaterloo community. Reporting to the Medical Director the ADHS is specifically responsible for the effective and efficient operation of the Student Health Clinic, Travel and Immunization Clinic, the Family Clinic and the Laboratory. Collaborating with the Medical Director and the Associate Director, Health Promotion, the ADHS will participate in public health planning as required for the University community. Maintaining respect and trust of the community, senior management and staff is critical to effectiveness of this position.

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- **Decision-Making Authority:** The ADHS performs duties conscientiously and responsibly, adheres to high personal standards of behaviour with students, colleagues, members of the University community and clients of the University, and in a manner consistent with the ethics of the Medical Profession. The ADHS has final decision-making authority for all items outlined above. In the absence of the Medical Director, the ADHS stands in as acting Director of Health Services.
- **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 healthcare administrative responsibilities. It involves work hours outside of business hours and there is a potential for prolonged periods of extended working hours. The ADHS will be required to carry a mobile communication device during office hours for on-call to patients and a potential for campus emergency.