

Job Description



Job Title:	Administrative Coordinator, Centre for Mental Health Research and Treatment
Department:	Psychology
Reports To:	Director, Centre for Mental Health Research and Treatment
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	February 2023

Primary Purpose

Provides administrative support for the CMHRT Director and the Director of Clinical Teaching (DCT). The incumbent facilitates the day-to-day operation of the Centre for Mental Health Research and Treatment (CMHRT) and the Psychology Clinical Area.

Key Accountabilities

Administrative Support: CMHRT

- Intake and Reception
 - Open and close CMHRT, greet visitors and clients; assist students and faculty where needed.
 - Manage client intake referrals: Processes submissions, responds to initial inquiries and communicates length of waitlist to clients, enters intake form into client system, creates client file, provides information to CMHRT TAs.
 - Keep up-to-date calendar and schedules all in-person activities in the CMHRT.
 - Monitor client parking; ensures there is a sufficient supply of parking passes, reviews parking protocols with CMHRT personnel; coordinates with PAO if issues arise.
 - Schedule rooms for client meetings and treatment groups
 - Monitor clinical sites, such as CMHRT Intake, CMHRT phone and email; Alerts relevant students/faculty about messages when required. Responds to general inquiries about CMHRT services and consults with the CMHRT Director or delegate, as needed for all other inquires.
 - Direct any media inquiries to CMHRT Director or delegate.
 - Manage mail
- Data Base and Client Records Management
 - Assists in orientation and training for all CMHRT employees, adjunct, residents, TAs, Clinical Area faculty and graduate students with technical equipment and software (including but not limited to: Penelope, SharePoint, RefWorks, virtual meeting space such as MS Teams, WebEx, etc.), A/V and sound system, security system, policy and procedures. Ensures they have everything to start on the first day, such as: keys, skype, equipment, etc.
 - Responsible for management of client electronic record database: Processes admission to service and case assignments; Revises client information as requested; Processes client discharges; Conducts file audits according to policy.
 - Responsible for management of paper client files: Sets up files, stores, completes audits and shreds according to policy.
 - Troubleshoot software difficulties (in consultation with program developers and PsychIT)
 - Responsible for management of electronic resources for clinical area and CMHRT (SharePoint; Teams)
- Data Analysis and Reporting
 - Generates term and annual aggregate reports derived from data base and Qualtrics data
 - Provides CMHRT Director with data summaries, graphs and analytics for key CMHRT indicators (e.g. service flow, service outcomes, revenues, etc.) using statistical programs such as SPSS or Excel

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- Assists CMHRT Director in producing dashboards, Annual Reports, Policy Manuals, Supervisor Handbook
- CMHRT Research
 - In collaboration with the CMHRT Director and researchers, promote research conducted both in the CMHRT and in faculty research labs that are associated with the CMHRT (both are considered “CMHRT research”)
- Test Library
 - Responsible for management of Psychology Test Library and CMHRT Resource Library
 - Manage library database: register test loans and returns; update library contents; ensure physical tests are cataloged and organized; monitor and integrate electronic tests
 - Ensure borrowers have signed borrowing agreements

Administrative Support: Clinical Program

- Accreditation by Canadian Psychological Association (CPA)
 - Assists the DCT in preparing the annual report for Canadian Psychological Association
 - Oversees Clinical Program website material for accordance with CPA requirements
 - Ongoing update of tables of data for CPA
 - Assists with Self-Study Report
 - Keeps tables of data up to date
 - Ensure all information is up to date, cross reference to ensure data on website, Guidebook is consistent
 - Coordinates Accreditation Site Visit
- Assists with welcome letters to new students
- Assists in scheduling Clinical Area graduate teaching
- Assists with preparation of annual student evaluation letters
- Assists in annual update of Guidebook
- Coordinates Research and Development talk annual schedule
- Assists with organization of Clinical Area workshops, guest speakers
- Assists in Year Opening Memos for incoming class, students, and faculty
- Assists Admissions Committee in admissions process
 - Extracts and organizes applicant data for application review
 - Coordinates and schedules Phase II interview day for each shortlisted applicant
 - Fields queries from applicants
- Assists in coordinating/organizing/running Clinical Area meetings
 - Takes minutes at meetings, writes up for circulation
- Assists as required with follow-up on action items
- Develops and maintains rational systems for organizing and accessing Clinical Program information for students and faculty
- Oversees payment of dues to CCPPP, CPA, AAPIC, and Time2Track
 - Sends annual renewal update and instructions on Time2Track to students
- Assists in developing general organization, policies, and procedures for Clinical Area
- Assists with updating and improving the Admissions and Clinical Area website content
- Coordinates and attends events for the Clinical Area, CMHRT, and some department
- Maintains Clinical student files
- Maintains and updates list of Clinical Program alumni contact and job information
- Meets with DCT as required
- Assists with special projects as assigned

Financial Management:

- In collaboration with the CMHRT Director, creates financial plan for CMHRT including annual budget and revenue and expense forecast and reports to the Psychology Administrative Officer (PAO); monitors and reports expenditures and income, follows UW and department policies and procedures.

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- In collaboration with the DCT, creates financial plan for the Clinical Area including annual budget and revenue and expense forecast and reports to the PAO; monitors and reports expenditures and follows UW and department policies and procedures.
- In collaboration with the CMHRT Director, creates financial plan for Test Library including annual budget and expense forecast and reports to the Psychology Administrative Officer (PAO); monitors and reports expenditures and income (provides Director with budget report each term), follows UW and department policies and procedures.
- Administrator for debit system and finance online system.
- Reviews needs and assesses appropriateness of purchases given budget constraints and policy, makes recommendations to CMHRT Director.
- Assists and trains clinicians on billing clients; Creates, monitors, and provides policies and procedures for online billing system for in person and teletherapy; Monitors online record of payments.
- Audits equipment upgrade needs and makes recommendations to CMHRT Director, purchases accordingly.
- Processes expense reimbursements, student travel, conference fees and honorariums.
- Completes purchase requisitions or uses the P-Card as required for faculty and student purchases, reconciles P-Card and requisitions on monthly basis.
- Maintains and reconciles petty cash funds.

Clinical Graduate Education Support:

- Coordinates a conflict-free course schedule for clinical graduate courses each academic term, requiring significant liaison with students, professors, and Psychology Program Manager.
- Coordinates the clinical research and development schedule each year; consisting of research talks, workshops and case conferences.
- Assists with practicum course scheduling, including advising students on which forms to fill out, which practicum course to take, scheduling of practicum courses, creation of new practicum courses.
- Assists with new clinical student application process (approx. 240 applicants each January), utilizing UW graduate application software, and coordinating schedules of applicants, faculty, and students for short-listed applicant's visits.
- Maintains Ph.D. student's clinical files according to UW and CPA policy
- Assists the CMHRT Director with updating, formatting, and editing CMHRT materials, policies and manuals.
- Assists the DCT with divisional graduate student advisory materials.
- Assists the PAT Coordinator with updating, formatting, and editing the PAT manual.

Facilities Management:

- Liaises with University's Plant Operations as required; complete and approve work requisitions in collaboration with the CMHRT Director. Track and oversee to ensure it is completed in a timely manner.
- Liaises with Psychology Administrator to coordinate Central Stores movers. Track and oversee to ensure it is completed in a timely manner.
- Monitors general supplies for the operation of standard office equipment; Contacts supplier if equipment is not working, such as debit machine or xerox.
- Organizes and coordinates graduate room assignment assignments. Works with PAO to finalize and prepare office space.
- Coordinates office reorganization, space planning and implementation, as required.
- Monitors facility upkeep: including furniture, windows, adjunct room, carpets, garbage, recycling, locks, alarms, toys for child clients, books, artwork, lighting, data projectors.

Equipment and Software:

- System Administrator for CMHRT database, client software (Penelope), and web-based collaboration services (such as SharePoint, Access, MS Teams, etc.)
- Manages the CMHRT's and Clinical Area's web page content, in consultation with CMHRT Director, DCT, and Psychology Web Master.
- Liaises with Psychology IT team for any issues and improvements required. Track and keep oversight of issues ensuring that they are resolved in a timely manner.
- Liaises with UW IST for security system. Adds, deletes users, and assigns fobs.

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- Liaises with Psych IT for A/V and sound system.
- System administrator for Qualtrics site and outcome questionnaire system (OQ).
- Expected to learn and implement software as required.

**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

Education

- Undergraduate degree or equivalent combination of education and experience.

Experience

- Minimum 3 years administrative experience, including customer service, managing schedules and minute taking;
- Experience in financial management an asset
- Intermediate experience with Microsoft Suite, SharePoint, and Web management and databases

Knowledge/Skills/Abilities

- Well-developed analytical, customer service, and communication skills (oral and written).
- Demonstrated discretion and respect for confidential information and processes.
- Strong interpersonal skills with the ability to interact in a positive and supportive manner.
- Aptitude for attention to detail and accuracy are essential.
- Demonstrated high level of organization and ability to manage high volumes of activity and change.
- Demonstrated ability to take initiative with a commitment to process improvement.
- Demonstrated ability to problem solve.
- Demonstrated competence with data management and analysis
- Advanced level skills in software programs such as Excel, Qualtrics, SPSS

Nature and Scope

- **Contacts:** This position requires communication with internal and external contacts to obtain, clarify and discuss information. Contact groups and individuals include but are not limited to: CMHRT Director, DCT, Department faculty and staff; Graduate students in Clinical Psychology; Finance; IST; Plant Operations; Adjunct Supervisors; and external suppliers.
- **Level of Responsibility:** This position has specialized work with minimal supervision, provides guidance to others. The incumbent must possess good judgment, ability to prioritize, initiative and flexibility to adapt to competing tasks, setting their own work plan to ensure that financial and administrative tasks are completed in a timely manner and according to priorities set by the CMHRT Director and DCT. Ability to handle highly confidential matters with discretion.
- **Decision-Making Authority:** This position has decision making authority; complex and non-routine decisions involve consultation with the CMHRT Director and/or DCT. This position requires active problem solving.
- **Physical and Sensory Demands:** Typical of an administrative position in an office environment; the position involves extensive sitting and a working day will include: frequent interruptions, multiple priorities, tight deadlines set by external contacts and high volumes of work.
- **Working Environment:** Office based, regular working hours. Incumbent can only work from on-campus.