

## Job Description

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| <b>Job Title:</b>      | Operations Supervisor   |
| <b>Department:</b>     | Campus Wellness   |
| <b>Reports To:</b>     | Administrative Officer  |
| <b>Jobs Reporting:</b> | Finance Coordinator, Health Information Assistant, Resources Assistant, Financial and Records Assistant |
| <b>Salary Grade:</b>   | USG 8   |
| <b>Effective Date:</b> | May 2019  |

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### **Primary Purpose**

The Campus Wellness Administration team serves the University of Waterloo community by supporting all units within Campus Wellness (Health Services, Counselling Services and Health Promotion) with effective, efficient, collaborative, client-focused administrative service.

The Operations Supervisor leads the Campus Wellness Operations Team. The Operations Supervisor is accountable to the Administrative Officer, Campus Wellness to ensure effective day-to-day operations of all Wellness departments, focusing on financial, operations, and facilities. This position is regarded as one of the senior staff positions in Campus Wellness administration, and participates as a member of the Administrative Management Team.

### **Key Accountabilities**

#### **Financial Operations**

- Provides financial oversight for Campus Wellness expenses by adhering to University of Waterloo financial best practices; collaborates with Financial Officer, AP Students, where appropriate
- Provides budget control in consultation with Senior Management Team by maintaining and monitoring all revenue generation and expense records, including establishing annual budget
- Ensures expenses are allocated to appropriate unit(s) within Campus Wellness
- Responsible for all OHIP and non-OHIP billing through the Finance Coordinator role and related reports

#### **Operations Oversight / Administration**

- Manages Campus Wellness risk by continuously evaluating and documenting administrative and financial procedures related to all Campus Wellness business workflow
- Takes initiative and provides leadership for appropriate organizational and procedural changes and administrative processes
- Provides leadership and direction for the entire Wellness Operations team
- Recruits, hires, supervises, manages performance of Wellness Operations team members
- Collaborates closely with all Campus Wellness staff members to ensure seamless and client-focused service to all stakeholders
- Oversees budget and inventories of all non-medical supplies and resources through Resources Assistant, ensuring expenses are allocated to appropriate unit within Campus Wellness

#### **Building / Facilities**

- Ensures well-functioning buildings and equipment by overseeing maintenance, space allocation, relocations, renovations, collaborating with campus resource groups to address issues
- Ensures safety and security of staff and public with responsibility for key control, Health and Safety; acts as Building Evacuation Coordinator for Health Services

## Job Description



### **Health Records Oversight**

- Ensures privacy, integrity and security of all Health records (electronic and paper)
- Ensures ongoing review of operational aspects of electronic health records system in collaboration with IT specialists
- Ensures relevant privacy protocols and legislation are adhered to; ensures privacy/confidentiality of patient/client information and referral through variety of systems, processes and positions, including through the Health Information Assistant
- Provides leadership for the implementation of a new electronic health records system

*\*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**

- MSc in Business Administration/Finance in a healthcare setting, diploma in Health Administration, or equivalent experience

#### **Experience**

- At least five years of Operations management required
- Previous experience managing staff and supporting Human Resources activities in the healthcare field required (preferably in a post-secondary setting)
- Extensive experience working with electronic health records systems is required

#### **Knowledge/Skills/Abilities**

- Strong interpersonal skills with a proven ability to collaborate with, influence and motivate others, to promote, justify, settle and respond to highly sensitive matters pertaining to clinic operation.
- Sound judgement, attention to detail and the ability to perform in a fast-paced and varied environment are necessary in this role.
- Extensive knowledge in financial management systems is required (Unit4 preferred)
- Expert proficiency in Microsoft Excel, working knowledge of other MS Office Suite software

### **Nature and Scope**

- **Contacts:** Internal to Campus Wellness: Communicates with administrative and clinical staff in all groups in all Campus Wellness venues. Internal on campus: collaborates with campus resource groups (e.g. Finance, Central Stores, Plant Operations). External off campus: This position will have contacts with administrative counterparts at other universities, relevant community partners, professional associations and regulators to ensure consistent and compliant client care.
- **Level of Responsibility:** Responsible for all aspects of daily and general operational side of Campus Wellness.
- **Decision-Making Authority:** The Operations Supervisor has final decision-making authority for all areas described above and is fully accountable for decisions within the Wellness Operations Team, including hiring decisions and performance evaluations. This individual uses sound judgement to determine when and how to escalate issues to the Administrative Officer or elsewhere within Campus Wellness. The Operations Supervisor engages others to collaboratively solve systemic problems ranging from lack of compliance with department policy or procedure to optimize department processes or systems. Solutions to such problems can include development of new systems,

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acquisition of software or hardware, process or systems changes that affect the department, clients, staff, and clinicians. Problems are often complex and require balancing competing priorities and competing needs of stakeholders.

- **Physical and Sensory Demands:** Possibility for multiple interruptions and competing priorities on a daily basis. Flexibility and responsiveness to a variety of administrative and clinical staff regarding day-to-day and long-term issues are required. Ample opportunity for movement within various areas in at least two on-campus buildings where Wellness services are delivered. May require moderate physical demands, including light lifting and moving of equipment/material.
- **Working Environment:** Exposure to occasional challenging and complex situations, including sensitive client/staff interactions typical of a senior staff position at this level. Located indoors in comfortable, fast-paced office environment populated by clinical, administrative staff, as well as clients (University of Waterloo students, staff and faculty and their families). There may be unusual hours or schedules, multiple and/or tight deadlines beyond one's control and constant interruptions (e.g. phone calls, e-mails, unplanned but urgent support requests, varying student volumes at different times of year). At times, hours of operation include from 8:00 a.m. to 8:00 p.m. Position requires flexibility to occasionally shift working hours to include evenings.