

Job Description

Job Title:	Associate Director, Counselling Services
Department:	Counselling Services
Reports To:	Director, Counselling Services
Jobs Reporting:	Manager, Counselling Services (3), Manager, Psychological Services (1)
Salary Grade:	USG 15
Effective Date:	May 2021

Primary Purpose

Reporting to the Director of Counselling Services (CS), the position of Associate Director (AD) 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 AD is the coordination and management of the delivery of all clinical programs, procedures and services for CS. The AD assumes full responsibility of the Director role in the Director's absence.

The AD works with uWaterloo students, faculty and staff in providing clinical consultation and support to assist in the personal and developmental issues that are affecting students' academic, personal and social functioning. As an effective and contributing team member, the AD consults with other health professionals as well as other uWaterloo departments, faculties and services to ensure the mental health needs of the uWaterloo community are being met through effective best practice and evidence-based programs and services.

Key Accountabilities

Leadership- Overall responsibility for providing excellent leadership to a multi-disciplinary team of Managers for the provision of student mental health treatment on campus, including:

- Providing effective leadership and maintenance of a supportive environment that encourages productivity, staff success and efficiency with a healthy workload management
- Conducting on-going review of procedures and standards to ensure effectiveness of team performance
- Overseeing the professional training and development of team members
- Managing the recruitment and selection of team members
- Facilitating staff annual performance appraisals

Clinician Regulatory Management:

The AD maintains the department's knowledge of and compliance with legal and ethical standards of the Team members' membership within their respective Regulated Health Professions.

- Ensures CS professional staff maintains their College membership in compliance with their College's quality assurance standards.

Clinical Consultation:

The AD oversees and ensures that all members of the CS Team have access to clinical consultation when required.

- Prioritize Team members' clinical caseloads and workplace well-being and participates in related discussions.

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- Supports the clinical team in the provision of consultation with other members of Campus Wellness Units (physicians, nurses, psychiatrists, dietician, etc.) as well as members of the uWaterloo community (e.g., Deans, Assoc. Deans, Chairs, academic advisors, student services, etc.) as required.

Risk Management Assessment, Program Evaluation and Project Planning:

The AD oversees the coordination of the collection, analysis, interpretation, presentation, and utilization of all data associated with student-client needs, client satisfaction and efficacy of service delivery. They oversee operational planning and project management.

Strategic and Operational Planning

The AD supports the Director in developing and maintaining a coordinated, collaborative, integrated and high performing mental health service while ensuring constant evaluation and redevelopment of practices to maximize contribution to the mental health of all uWaterloo community members. The AD develops, implements, analyzes, and provides recommendations to the Director for the assessment and evaluation of CS programs on an ongoing basis.

The AD supports the Director in developing and enhancing relationships within the uWaterloo community with the goal of ensuring that each community member is aware of CS' services and the various methods of access. They liaise with faculties, departments and services to facilitate coordinated and effective mental health service delivery for the uWaterloo community. As well, the AD supports the Director in developing and enhancing relationships with other post-secondary institutions and the wider community to improve promotion and delivery of mental health services. This will include AD's participation on Campus Wellness, University and possibly extra-University committees. Chairs department meetings in conjunction with the Director.

Critical Response Management:

The AD collaborates with the Director to facilitate the delivery and ongoing evaluation of uWaterloo crisis response including an effective intake/triage management system, business hours crisis intervention and is available after hours for crisis response. The AD and the Director facilitate CS' response for consultation and intervention in critical mental health situations for the uWaterloo community by providing support, assistance, direction and guidance through debriefing, direct counselling intervention and consultation as well as liaising with Campus Wellness units, uWaterloo Police Services and other off campus agencies (e.g., CMHA) as required.

Clinical Responsibilities:

The AD provides clinical interventions with individual clients though at a significantly reduced clinical load to allow for the AD to meet their administrative responsibilities. It is expected that approximately 5% of the AD's time will be involved in the provision of clinical 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

Education

- Completion of a master's degree in a mental health field.
- Ph.D. degree in a related field beneficial.
- Licensed or eligible to be licensed within a Regulated Mental Health Profession within the province of Ontario.

Experience

- Minimum of 5 years of progressive management experience in a human services clinic setting; preferably in a post-secondary education environment
- Progressive clinical experience in a student-focused post-secondary environment with a background highlighted by mental health and student development.

Knowledge/Skills/Abilities

- Demonstrated experience building consensus and influencing others in a diverse and multi-disciplinary environment with diplomacy is required
- Proven ability to lead, engage and motivate others and develop cohesive and collaborative teams to ensure service excellence
- Proven ability to think and plan strategically and lead large-scale initiatives and/or strategic projects
- Proven ability to provide solution-focused interventions
- Experience with crisis management and ability to secure appropriate support
- Exceptional interpersonal and communication skills with proven strength in building relationships with stakeholders at all levels
- Outstanding communication and presentation skills
- Excellent planning, organizational and time management skills

Nature and Scope

- **Contacts:** Internally, the AD interacts regularly with the Director as well as other members of the CS Team, members of the counselling satellite offices, members of Campus Wellness, members of other student service departments (e.g., Accessibility Services, Athletics & Recreation, Centre for Career Action, Co-op Education, Housing and Residence, Human Resources, Police Services, Registrar's Offices, Student Success Office, etc.) and members of academic units. Externally, the AD 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 developing, maintaining and enhancing strategic, collaborative and beneficial working relationships in all of these areas within the parameters of their role responsibilities.
- **Level of Responsibility:** The AD is responsible and accountable to the Director of CS in the development and execution of all operations and strategies related to CS and the mental health of the uWaterloo community.
- **Decision-Making Authority:** The AD 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, and in a manner consistent with the ethics of their own profession. The AD has final decision-making authority for all items outlined above. They stand in with full responsibility and authority of the Director, CS in the Director's absence.
- **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 availability for after-hours crisis response, multiple and/or tight deadlines beyond one's control, and constant interruptions