

Job Description

Job Title:	Administrative Officer
Department:	Campus Wellness
Reports To:	Director, Campus Wellness
Jobs Reporting:	Client Customer Service Supervisors (2), IT Manager, Operations Supervisor
Salary Grade:	USG 12
Effective Date:	January 2021

Primary Purpose

The primary purpose of the Administrative Officer role is to promote optimization of resources within Campus Wellness units (Counselling Services, Health Services, Health Promotion) by ensuring smooth, efficient and student-friendly service delivery. As a member of Campus Wellness' Senior Management Team, the Administrative Officer is responsible for leadership and management of front-line administrative staff at all wellness unit sites. This role manages the administrative procedures and processes of the wellness programs and service delivery systems. All members of the Senior Management Team – Director, Campus Wellness; Director, Counselling Services; Director, Health Services; Associate Director, Health Promotion – collaborate closely to achieve strategic initiatives; the Administrative Officer is directly responsible for administrative aspects.

Responsibility for administration includes oversight of physical and electronic infrastructure, including the Electronic Health Records (EHR) and its related systems; data, budget and finance management, including revenue; the processes and procedures related to staff hiring and development throughout the wellness administration portfolio.

Key Accountabilities

Service Delivery Processes and Procedures

- Ensures Campus Wellness Administrative group works in the context of Campus Wellness' strategic initiatives; ensures an appropriate and responsive organizational structure to meet administration needs;
- Functions as "optimizer" with a focus on maximizing administrative efficiencies without compromising best practice service delivery to students;
- Ensures staff groups are able to provide clinical and administrative service to clients via appropriate electronic tools (e.g. Electronic Health Record system), including appropriate continuous learning;
- Provides leadership and direction regarding on-going enhancement and development of EHR and its related systems;
- Ensures documentation and maintenance of standard operating procedures and guidelines;
- Provides leadership and direction regarding facilities management;
- Contributes to Campus Wellness standing committees which oversee a collaborative approach to delivery of mental health services, and a collaborative approach to quality assurance and program evaluation.

Electronic Infrastructure / Data Management, Coordination and Planning

- Coordinates the optimization of technology and electronic infrastructure within Campus Wellness, focusing on efficiency and connectivity;
- Coordinates collection and reporting of service delivery data from all wellness units, including from the EHR;

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- Coordinates client/patient quality of service feedback from all wellness units;
- Interprets and utilizes relevant applied health-wellness and student assessment research (e.g. NCHA survey, NSSE);
- Organizes cyclical unit assessment reports at the direction of the Director, Campus Wellness and for the purpose of ongoing operational and strategic planning;
- Provides leadership and direction regarding on-going enhancement and development of the EHR and its related systems, including contributing to contract(s) renewal processes;
- Oversees strategic planning with regards to computers and technology equipment, forecasting needs and budget requirements;
- Provides oversight for non-clinical equipment planning (e.g. AV equipment for meeting rooms; equipment required for virtual care, etc.);
- Provides leadership and direction for electronic systems, including phone tree structure and equipment;
- Collaborates with Senior Management Team members to ensure administrative protocols concerning privacy and confidentiality are employed consistently and meet the requirements of relevant regulatory bodies.

Physical Infrastructure / Facilities Management, Coordination and Planning

- Provides primary leadership and management of Campus Wellness physical infrastructure;
- Provides leadership and direction for space management and planning, including way-finding outside buildings and within facilities;
- Oversees all renovations and major repairs in CW sites;
- Oversees facilities security and emergency planning.

Budget and Financial Resources

- Provides budget management and oversight for Administration unit budget;
- Provides oversight for centralized purchasing within Campus Wellness;
- Oversees and monitors billing processes associated with OHIP, UHIP and other insurance providers;
- Assists the Directors of Counselling and Health Services in their advocacy for appropriate funding (i.e. through student fees, UHIP, and other revenue sources); oversees the allocation and management of these funds;
- Explores, administers, and manages other sources of health, wellness and mental health funding including other appropriate uWaterloo budget allocations.

Human Resources Management

- Provides primary leadership and management for all front-line administrative staff within the wellness units, and across wellness sites;
- Oversees scheduling and efficient deployment of staff resources, including hiring, training and performance management of staff within Administrative unit;
- Coordinates all administrative processes and procedures associated with Human Resources Management in collaboration with Senior Management Team;
- Coordinates scheduling, planning and procedures related to staff development and training in collaboration with Senior Management Team;
- Coordinates electronic on-boarding of all Campus Wellness new staff members, ensuring consistency in use of CW communication tools (e.g. SharePoint), as well as integrated EHR and related systems.

**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*

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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 <ul style="list-style-type: none">• Completion of a university degree in a relevant field is required (e.g. health and/or business administration; an advanced degree in a health care discipline), or equivalent experience.
Experience <ul style="list-style-type: none">• At least 3-5 years' experience in progressive management and administrative experience in a health care setting;• Background highlighted by budget, data, service efficiency and front-line staff management;• Experience in a student-focused post-secondary environment is preferred.
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Competencies include strategic thinking, leadership, human resource management, familiarity with organizational culture approaches, excellent communication skills, as well as an appreciation of the benefits of collaborative intra- and inter-departmental functioning in an ever-changing environment;• Familiarity with operational workflow analysis and management;• Familiarity with the use of electronic records systems in a health care or university setting; significant competency with EHR systems is beneficial; basic computing skills; experience with conducting and utilizing applied health care research is beneficial.

Nature and Scope

- **Contacts:** Internally, as a member of Campus Wellness' Senior Management Team, the Administrative Officer interacts regularly with the Directors of Counselling Services, Health Services, Health Promotion, other members of Campus Wellness Leadership Team. More occasional, but important contacts are with Accessibility Services, Student Success Office, and all of the key campus student support stakeholders. Externally, the Administrative Officer interacts with other community, university and college professionals whose roles are defined in a fashion similar to the Administrative Officer. Networking with other health care and health and wellness administrators is in the interest of remaining current with the challenges of a changing healthcare and health and wellness management environment.
- **Level of Responsibility:** The Administrative Officer is responsible for management and administration of the Wellness Administration budget (over \$1M). As a member of Campus Wellness Senior Management Team, participates in annual budget and financial monitoring of Campus Wellness. Responsible for service delivery processes and efficiencies, data management related to operations and service delivery, the processes and procedures related to personnel management, and the communications strategies associated with maximizing access to and utilization of the programs and services of the wellness units. The Administrative Officer provides the management and leadership for front-line administrative staff, as well as overall operations areas, including facilities and technology. All of these administration and management functions are separate from, but coordinated with, the clinical and education management functions and responsibilities of the other members of the Senior Management Team.
- **Decision-Making Authority:** This position has final decision-making authority for all items outlined above.
- **Physical and Sensory Demands:** This position is exposed to stress and pressure associated with senior administrative responsibilities. It involves moderate psychological risk and distress resulting from unavoidable exposure to uncomfortable environmental conditions generally associated with

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normal workplace interpersonal conflict and its resolution, and the stresses of change management in a dynamic campus community environment.

- **Working Environment:** Indoor, typical office environment, opportunity for movement between two buildings where wellness services are delivered.