

Job Description

Job Title:	Manager, Psychological Services
Department:	Campus Wellness
Reports To:	Associate Director, Counselling Services
Jobs Reporting:	Psychologists
Salary Grade:	USG 15
Effective Date:	January 2020

Primary Purpose

Reporting to the Associate Director of Counselling Services (AD), the position of Manager, Psychological Services (MPS) encompasses supervisory responsibilities of a team of Psychologists, along with administrative and clinical responsibilities for the department, which assists in the operations of the Service. The incumbent will work closely with other members of the department leadership team to ensure programs offered to students are contributing to the vibrant student experience and the wellness of our campus community. This position is responsible for effectively managing staff, policies, processes, and programs involved in the provision of counselling services.

The MPS 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, community colleagues and resources, and in a manner consistent with the ethics and responsibilities of her/his own profession.

Key Accountabilities

Team Management:

The MPS provides leadership in the development and facilitation of service delivery disposition teams in the provision of mental health treatment on campus. They will demonstrate skill in the following areas including:

- Managing an allocation of clinical staff and providing a supportive environment that encourages productivity, staff success as well as efficient and healthy workload management
- Effective recruitment, selection, procedures and standards, as well as focusing team efforts on uWaterloo goals are necessary
- Overseeing the professional training and development of team members
- Facilitating staff annual performance appraisals.

Relationships/Partnerships:

Cultivating and stewarding strong working relationships and partnerships, including:

- Working closely with others within Campus Wellness and other relevant stakeholders on and off campus to help provide the best programs and services to the students
- Taking a collaborative approach to developing strategies that strive to achieve the institutional vision of a vibrant student experience

- Creating partnerships with wellness service providers on campus to contribute to a comprehensive wellness strategy for the campus community

Clinical Responsibilities:

- The MPS provides clinical psychotherapy with individual clients at a reduced clinical load to allow for the MPS to meet their administrative, managerial and coordination responsibilities. It is expected that approximately 30% of the MPS's time will be involved in the provision of clinical psychotherapy services though this percentage may fluctuate due to meeting other responsibilities.

Coordination of Specific Responsibilities:

The MPS oversees the coordination of and has management authority over a specific set of responsibilities within Counselling Services. These areas include:

- 1) Coordination of Psychology Residency Training:** The MPS maintains a thorough knowledge and expertise in the area of resident supervision and ensures these practices are well designed, implemented and evaluated. The MPS is responsible for coordinating recruitment, orientation, supervision and evaluation of all residents. They respond to all inquiries regarding training, and oversees and coordinates all efforts of those providing supervision for residents.
- 2) Coordination of Psychological Assessment:** The MPS provides initial screening for all students referred for psychological assessment. They arrange and manage referrals to the Counselling Services' psychological team as well as with off-campus assessment resources. The MPS coordinates assignment of psychological assessment amongst Counselling Services' psychological team while managing any waiting list associated with the psychological assessment of students. For students who may be struggling with Attention Deficit Hyperactivity Disorder and/or a learning disorder, the MPS liaises with AccessAbility Services to arrange interim academic accommodations until the student's assessment can be completed. They familiarize students referred for assessment with what steps will occur, how they can access funding for the assessment, and how their assessment recommendations will be addressed following completion of the assessment. The MPS provides short term coping strategies for the students' symptoms until their psychological assessments are completed. In the case where screening information indicates the student does not require an assessment, the MPS collaborates with the Intake Manager and Coordinator to arrange treatment for the student with a Campus Wellness clinician and/or provide referrals off campus. They also act as an information resource for the student while the student is awaiting the completion of her/his assessment.

Consultation: The MPS provides consultation to the Counselling Services' psychology team regarding choice of appropriate psychometric instruments and measures. They also provide psychological assessment consultation for Campus Wellness personnel (e.g., primary referral sources) and (with student permission) for members of academic units and off campus resources. The MPS responds to requests from University personnel and beyond regarding student psychological assessment needs.

Test Library: The MPS maintains the psychometric test library for Counselling Services. Within budget constraints overseen by the Associate Director, the MPS orders testing materials for current psychometric measures as well as reviews relevant possible

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additional instruments that may be of value. The MPS maintains current knowledge and expertise regarding a full range of psychometric measures utilized in the psychological assessment of late adolescent and early adulthood populations.

**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

- PhD and member (in good standing) of a designated professional college (adult population competency required; additional competencies with children and adolescent population an asset).
- Carries appropriate liability insurance as outlined by the College of Psychologists of Ontario.
- Preferred candidate must obtain and maintain a clear Police Vulnerable Sector Check

Experience

- Experience in proving supervision and/or management.
- Demonstrated experience conducting and interpreting psychodiagnostic and psychoeducational assessments.
- Proven experience in assessment, diagnosis, and treatment of clients with significant, often comorbid, psychological concerns including the spectrum of clinical depression, anxiety disorders, and personality disorders, etc.

Knowledge/Skills/Abilities

- Strategic thinking, leadership, 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.

Nature and Scope

- **Contacts:** Internally, the MPS interacts regularly with the Associate Director as well as other members of the Campus Wellness Team, members of other student service departments (e.g. AccessAbility Services, Athletics & Recreation, Centre for Career Action, Co-op Education, Health Services, Police Services, Registrar's Office, Student Success Office, etc.) and members of academic units. Externally, the MPS 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 maintaining and enhancing strategic working relationships in all of these areas within the parameters of the role responsibilities.
- **Level of Responsibility:** The MPS is responsible and accountable to the Associate Director of Counselling Services in the development and execution of all operations and strategies related to the provision of intake services related to the mental health of clients of Counselling Services
- **Decision-Making Authority:** Works within a management team; responsible for direct reports as listed above.
- **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

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unavoidable exposure to disagreeable and uncomfortable environmental and psychological conditions. There will be unusual hours and schedules including evening hours. The position involves the stresses associated with multiple and/or tight deadlines beyond one's control, and constant interruptions.