

Nipissing University
JOB DESCRIPTION

POSITION TITLE:	Manager, Student Counselling Services
DEPARTMENT:	Student Development and Services
EMPLOYMENT DEFINITION:	Full-Time Administration
SALARY LEVEL:	Six (6)
SUPERVISOR:	Director, Student Wellness

SUMMARY OF FUNCTIONS:

Reporting to the Director, Student Wellness, the Manager, Student Counselling Services is responsible for providing leadership, direction, and management of the Student Counselling Services department. The Manager is responsible for overseeing the clinical counselling interventions and leading broad based outreach programs and services that provide personal wellness support to enhance the student experience and promote student success; including long-term planning, program development, evaluation of services, budget and fiscal control, personnel matters, supervision/development of staff, and other management functions. The Manager will work with all team members to oversee the development, implementation and evaluation of innovative programs and services that provide student-centered support for the diverse student population at Nipissing University with a view towards enhancing student health, engagement and success.

DUTIES AND RESPONSIBILITIES:

DEPARTMENT LEADERSHIP & MANAGEMENT

(40%)

Working within the organizational structure of the Student Development and Services Department, the Manager, Student Counselling Services is responsible to:

- Lead a team of professional staff and student staff to maintain a high level of services with the intention of increased student wellness
- Ensure facilitation and implementation of program and services for all students including those on-Main campus, regional campuses, and distance learners
- Monitor and evaluate programmatic and operational effectiveness, and effect changes required for improvement
- Ensure that all programs and services are adequately assessed by clients and stakeholders using appropriate assessment tools, and making adjustments as indicated
- Maintain and update internal policies and procedures for the operation of all aspects of the Counselling department
- Support and lead the development of short- and long-term goals, objectives, strategic plans, policies, and operating procedures for the Counselling Services department, to make recommendations to the Director, as outlined within divisional objectives
- Work to implement initiatives and activities for student wellness as identified within the division of Student Development and Services Strategic Plan and Nipissing University Strategic Plan
- Keep abreast of current developments and emerging trends in student counselling services and mental health through active participation in conferences, workshops, professional organizations, and research/literature
- Develop a team of highly skilled professional counselling staff through effective recruitment, selection, and training
- Evaluate staff competencies, advise on appropriate skill development activities, and encourage staff to undertake professional development activities relevant to the duties of their positions
- Provide regular and ongoing performance appraisals as established by the Human Resources Department of the University
- Monitor and approve Requests for Leave as submitted by staff members

- Prioritize and define duties of staff within the department, including determining work assignments for staff based on understanding needs, skills sets, requirements, and resources
- Maintain familiarity of individual staff projects in order to intervene as required due to emergencies, unavailability of staff, or when managerial intervention is required
- Provide person-centred supervision, coaching, mentoring and support to professional staff according to their identified professional development needs and duties
- Participate in the consultative process of maintaining the Harassment and Discrimination Policy and procedures on an ongoing basis
- Mediate in matters of harassment and discrimination where appropriate
- Facilitate the establishment a healthy, supportive team atmosphere within Student Counselling Services.
- Manage the approved operating budgets for the department, tracking special accounts for reporting purposes (e.g. grants and special projects), and developing budget submissions to ensure appropriate management and accountability of funds
- Submit annual program reports including proposals, budgets and financial statements to the Director and Assistant Vice-President of Students
- Set mandate and approve operational procedures and expenditures related to the department including the acquisition of resources (e.g. hardware, software, and publications)
- Identify opportunities to highlight the services and supports provided by the Counselling department
- Ensure that all internal and external communications and promotional material are consistent with the objectives of the Counselling department and University
- Ensure the interests of the Counselling programs are represented on internal committees as required
- Represent the University on external committees, associations and project activities which are related to Counselling issues
- As requested by the Director, Assistant Vice-President, Students and/or External Relations, participate in communicating with the community about Counselling Department services through the media

In collaboration with the Student Development and Services Leadership team:

- a. develop recommendations for and implementation of divisional policies, procedures, and processes
- b. be responsible for strategic and operational planning recommendations within the Student Development and Services Division
- c. ensure appropriate cross-divisional professional development and training opportunities
- d. support institutional programming and efforts with regard to student recruitment, retention, and graduation
- e. provide professional development workshops and opportunities to university staff and faculty

CLINICAL INTERVENTION SUPPORTS

(50%)

Clinical Intervention Oversight, Supervision & Leadership

- Act as an advocate for all students registered within Student Counselling Services
- Will work to ensure students receive evidence-based and student-centred clinical care
- Develops policy and provides oversight to ensure the Counselling Services Department acts in a proactive manner to prevent potential crises and/or reacts appropriately in response to student crises
- Maintain familiarity of individual staff caseloads and students of concern, in order to intervene as required due to emergencies, unavailability of staff, or when managerial intervention is required
- Coordinate with the Safe Campus Evaluation and Assessment Team/Student-At-Risk committee to assess and provide support to students considered to be at risk
- Ensure clinicians have the required competencies and capacity to provide support for individual clinical situations
- Ensure minimum standards of practice for Counselling Services are adhered to in all areas of service delivery (i.e. service delivery standards, documentation, confidentiality, etc)
- Ensure student records are maintained according to acceptable standards established by recognized professional practice guidelines

- Evaluate the effectiveness and efficiency of programs and services which are delivered under the auspices of the Counselling department (i.e. psychiatric screening, assessment, treatment planning, one-on-one therapeutic sessions, group therapy, psycho-educational groups, and outreach)
- Direct, support, and perform data collection to determine trends and themes in student mental health, including need and demand for additional programming and services
- Ensure appropriate reporting to all stakeholders with regard to assessment and evaluation results (students, staff, faculty, Deans, AVP, Executive, etc.) as applicable and within the limits of confidentiality
- Collect and respond to student feedback and complaints
- In collaboration with the various departments in the Division of Student Development and Services , the Manager of Student Counselling Services will create an environment of inter-disciplinary collaboration to ensure the most effective and integrated level of services to all students at the institution

Direct Service Intervention

When necessary, provide support to department team or respond to critical situations, the Manager, Student Counselling Services, is responsible for the direct delivery of personal counselling services to students. All direct services intervention will be provided in adherence to the Ontario College of Social Workers and Social Service Workers (OCSWSSW) prescribed standards of practice. These supports include, but are not limited to the following:

- Complete intake assessments on individual students
- Provide effective, evidence-informed psychotherapy intervention
- Provide psychiatric screening services to students where mental health clarity is required, or student is seeking screening as a recommendation from Student Accessibility Services
- Provide initial clinical supports to students in the event of a crisis situation or disaster
- Liaise and arrange referrals with community-based mental health, medical and social services delivery systems, as appropriate
- Maintain student records and confidentiality of records as per relevant federal and provincial legislation and accepted standards of practice
- Provide consultative and educational outreach to Faculty, Staff and students to ensure legal compliance, promote a general understanding of student issues/concerns, and increase support available to students

STUDENT DEVELOPMENT & RETENTION

(10%)

Participate in the planning and delivery of the university's New Student Orientation Program with other administrative departments (including representation on the planning committee, presentation to participants and organization of appropriate content);

- Function as a resource person on a variety of internal advisory committees and working groups which focus on student-interest issues
- Maintain informed on best practices and new innovations for mental health prevention and outreach
- Develop, coordinate and implement, with consultation from stakeholders, student wellness and student development initiatives e.g. date/acquaintance rape prevention, alcohol and drug awareness, mental health wellness, etc.
- Organize and manage the administration of formal mental health training programs including the certification of trainers, communication with external training organizations, scheduling, materials, and liaising with interested parties. These include but are not limited to Looking Forward, Small Talk, Mental Health First Aid: For adults who interact with youth, Inquiring Minds, and safeTALK
- Provide professional development workshops to university staff and faculty on topics including Mental Health and Wellness, Team-Building, Conflict Resolution, and Leadership Development
- Advocate for and seek out additional sources of funding/training for the improvement of mental health outreach/wellness initiatives

Other duties as required.

QUALIFICATIONS:

Education:

Minimum qualification is a Bachelor's degree in Social Work or Counselling Psychology. A Master's Degree is preferred. Proof of valid registration, at an independent practice level, with an appropriate regulatory body, associated with the individual's professional discipline, which authorizes the practice/supervision of psychotherapy in the Province of Ontario is mandatory.

Training, Experience, Knowledge & Skills Required:

- Minimum 5 years of progressive experience in administration and supervision in the delivery of human services programs
- Completion of specific coursework and supervised practice in counselling intervention modalities
- Theoretical training in the understanding and application of counselling practice for individuals and groups
- Training in the administration, scoring and interpretation of psychometric tests
- Previous experience in direct services intervention (which includes crisis intervention and risk management)
- Previous experience providing clinical supervision/leadership for a social service team
- Training in human development, special education and learning theory
- Excellent communication, organizational, relationship building, and conflict resolution skills
- Demonstrated teaching, presentation/facilitation and/or training experience
- Demonstrated ability to manage/assess programs, implement initiatives, interact at all levels within the organization, and effectively manage budget and human resources issues
- Knowledge of counselling theory and models, crisis intervention, social problems, structural barriers in relation to equity and access issues
- Knowledge of the psycho-social and psycho-educational assessment process
- Knowledge of community-based mental health treatment, support services and programs
- Supervision theory in a human services environment
- Knowledge in the use of word-processing and data base computer software applications
- Knowledge of provincial and federal legislation, discipline professional practice standards/ethics
- A criminal reference check, including the vulnerable sector screening, is required for this role.

RELATIONSHIPS/CONTACTS:

Supervised by: Director, Student Wellness

Supervises:

- Counsellors (4)
- Dibaadan Wellness Coordinator
- Student Intervention Specialist
- Secretary, Student Counselling Services

Internal Contacts: Staff, Students, Faculty

External Contacts:

- Ontario University Counselling Directors
- Ministry of Training, Colleges and Universities
- Council of Ontario Universities
- Community Medical Professionals
- Crisis Intervention Program
- Community-based Mental Health Services, Addiction Support Services and Women's Support Services
- Social Service Organizations (CNIB, CHS, WSIB, HRDC, etc.)
- Ontario University & College Health Association (OUCHA)

- Mental Health Commission of Canada (MHCC)
- Centre for Innovation in Campus Mental Health (CIMCH)
- Canadian Association of College and University Student Services (CAUCSS)
- Association for University & College Counselling Centre Directors (AUCCD)
- Centre for Suicide Prevention (CSP)
- Livingworks Inc.
- General public, prospective students, student supporters (e.g. families, parents and guardians)
- Other Universities and Colleges

MATERIALS UTILIZED:

- Confidential student records (psychological assessments, client case records, medical assessments)
- Controlled assessment instruments
- Confidential budgets and financial information
- Assistive technology for students with a disability
- Nipissing University policies, procedures, and collective agreements
- Professional Practice Guidelines and Codes of Ethics:
- OCSWSSW Professional Practice Guidelines and Code of Ethics
- NASPA (Student Affairs Administrators in Higher Education)/ACPA (College Student Educators International) Professional Competencies
- ACPA Ethical Principles and Standards
- CACUSS (Canadian Association of College and University Student Services) Statement of Guiding Principles
- CAS (Council for the Advancement of Standards in Higher Education) standards for Counseling Services
- Relevant Federal and Provincial Legislation:
- Personal Health Information Protection Act, 2004 (PHIPA)
- Psychotherapy Act, 2007
- Social Work and Social Service Work Act, 1998 (SWSSWA)
- Regulated Health Professions Act, 1991 (RHPA)
- Freedom of Information Privacy Protection Act, 1990 (FIPPA)
- General Office Equipment

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:

- Daily intensive mental concentration and observation of student/employee verbal and non-verbal behaviors.
- Ability to provide personal therapeutic intervention based on accurate assessments of individual clinical needs, levels of functioning, and risk of harm. Direct hours of client contact should not exceed 20 hours per week as per Canadian University and College Counselling Association guidelines
- Ability to maintain sensitivity to and cope with information which may be traumatic or highly confidential
- Multiple task management related to the blend of managerial, supervision, and intervention responsibilities of the role
- Occasional travel and occasional extended working hours
- Respond in emergency/crisis situations
- Private office

I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.

Employee Name (please print)

Employee Signature

Date

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Approvals

Supervisor

Date

Human Resources

Date