

Nipissing University
JOB DESCRIPTION

JOB TITLE:	Wellness Intake & Triage Coordinator
DEPARTMENT:	Mental Health & Wellbeing
CLASSIFICATION:	Coordinator B
WAGE GRADE:	WG 60
EMPLOYMENT DEFINITION (STATUS):	Full-time Support
SUPERVISOR:	Manager, Mental Health & Wellbeing
REVISED DATE:	June 2026

SUMMARY OF FUNCTIONS:

Reporting to the Manager, Mental Health & Wellbeing, the Wellness Intake & Triage Coordinator serves as the first point of contact for students, faculty, staff, and community members seeking support through Student Accessibility Services and Mental Health & Wellbeing. The Coordinator supports a welcoming and responsive environment through reception, intake, scheduling, and related administrative functions. The role involves identifying the nature and urgency of student needs, screening requests for risk alerts, coordinating appointments, and facilitating timely connections to appropriate care resources. The Coordinator also supports urgent student concerns by following departmental procedures, providing initial de-escalation and grounding support, and escalating matters to clinical team members or management as required. Through compassionate student engagement, sound judgment, and strong organizational skills, the Coordinator contributes to timely access to services and a safe, supportive campus environment.

DUTIES & RESPONSIBILITIES:

STUDENT CARE NAVIGATION

(30%)

- Maintain a welcoming, responsive and respectful office environment as the first point of contact for students, faculty, staff and community members seeking support from SAS/MHW, including greeting individuals arriving for appointments and ensuring required appointment forms are completed
- Schedule, cancel, or reschedule appointments, identifying the priority, nature, and urgency of student's needs when booking intakes and subsequent appointments
- Ensure students receive and complete the appropriate forms for the services they are seeking
- Screen all incoming MHW requests for status/risk alerts using database alerts and step-by-step decision-making tools
- Monitor all incoming concerns from multiple sources (ie: email, phone, Student Support Request)
- Compile with additional information sources (ie: security reports, AVP, Director, Telus Alerts) and dispatch to most appropriate care team member, using a departmental decision-making matrix
- Facilitate and update library accommodations for students

TRIAGE & DE-ESCALATION SUPPORT FOR STUDENTS

(35%)

- Using a departmental decision-making matrix, screen all same-day requests for services for high levels of duress and safety planning needs
- Receive urgent support requests from students, staff, faculty, and the public

- Ensure timely monitoring and triage of incoming Student Support Requests
- Perform initial email and telephone outreach to students identified in need of support
- Provide initial support and instructions for third parties reporting student concerns, as directed by departmental procedure
- Collect initial information for emergency requests, using a departmental template
- Ensure urgent requests for supports are responded to immediately and triaged as per departmental procedure
- Monitor distressed students who are waiting for clinical support
- Monitor staff appointment exits, and alert supervisor should additional after-hours staffing be required
- Complete suicide risk screening tool with distressed students, as needed
- Support students with basic de-escalation and grounding
 - Provide basic grounding support
 - Assess need for connection to psychotherapist or Student Intervention Specialist for more in-depth support
 - Coordinate connection to MHW team members for ad hoc for safety assessments, as required
 - Assess and arrange (if required) the need for transport to the hospital by liaising with security services, taxi, and emergency services
- Escalate student support to clinical team members or managers if students' needs are outside of the scope of the role

INTAKE & CASELOAD COORDINATION

(20%)

- Prepare bi-weekly service provider reports for the manager
- Monitor and track student response to offers of support
- Input student registration and participation information into departmental software
- Manage Accessibility Consultant case assignment
- Assist students with completing screeners for interim accommodations
- Collect or verify disability documentation
- Manage all residence accommodation requests
- Manage MHW waitlists and workshop /group therapy registrations, as applicable
- Conduct initial screening and intake for MHW, using departmental templates, during times of waitlist

CLERICAL SUPPORT

(15%)

- Respond to and monitor departmental fax, phone, and email accounts
- Deliver secure information and messages to staff in accordance with FIPPA and PHIPA
- Manage secure examination pick up process for the SAS testing centre
- Collate financial aid documents and student fees for submission to internal departments
- Book classrooms, meeting rooms and equipment, when requested
- Input and maintain electronic departmental schedules (e.g., Clockwork, Microsoft Bookings, Outlook, Telus, etc.)
- Organize, maintain, and store departmental records and confidential student records using a variety of filing systems (e.g., hard copy, electronic, file sharing, archives) as per PHIPA & FIPPA
- Creation of custom departmental forms, templates, presentations, and reports
- Purge and eliminate out-dated files on an annual basis
- Send/retrieve departmental mail and deliveries
- Photocopy, scan and fax documents

Any other duties as assigned.

EDUCATION:

Bachelor of Social Work (BSW) from a recognized college, combined with OCSWSSW registration

Training and/or experiences may be substituted for formal academic training at the discretion of the University.

Training, Experience, Knowledge & Skills Required:

- 1 – 3 years of experience in a social service or post-secondary setting
- Training in de-escalation and grounding techniques
- Training in suicide assessment and safety planning (i.e., ASIST, Columbia Suicide-Severity Rating Scale)
- Knowledge of confidentiality procedures and ability to protect the confidentiality of verbal and written communication concerning students
- Electronic Medical Record software experience (ie: Telus CHR)
- Database software (ie., Clockwork, DATATEL / Ellucian)
- MS Office Suite (i.e., Word, Excel, PowerPoint, Bookings, Forms, Power Automate), Adobe Pro, SharePoint, Internet and Outlook
- Ability to independently follow complex departmental procedures
- Excellent written and oral communication skills
- Excellent telephone, organizational and interpersonal skills
- Tact, initiative, and diplomacy
- Experience working with sensitive and distressing information
- Ability to organize workload according to various requests in a fast-paced and deadline-oriented environment
- Ability to work in an open-office concept with ongoing interruptions
- Knowledge of university policies and procedures

RELATIONSHIPS/CONTACTS:

Supervised by: Manager, Student Mental Health & Wellbeing

Internal: Students, staff, faculty

External:

- General public
- Community agencies

MATERIALS UTILIZED:

- General office equipment
- Departmental decision-making frameworks
- Standardized screeners & measures

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:

- Some exposure to potentially upsetting information
- Open workstations in open concept office with constant interruptions
- On Campus (5 days per week)
- Some visual and mental concentration
- Light to moderate demands
- Sitting

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