

Job Description

Job Title:	Manager—Counselling Services
Department:	Counselling Services
Reports To:	Associate Director—Counselling Services
Jobs Reporting:	Counsellor, Psychologist, Psychological Assessment Coordinator
Salary Grade:	USG 14
Effective Date:	September 2017

Primary Purpose

Reporting to the Associate Director of Counselling Services (AD), the position of Manager, Counselling Services (MCS) encompasses supervisory responsibilities of a multidisciplinary team, 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 MCS performs her/his 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

List the major responsibilities of the job, divided into 3 to 5 broad categories. These should reflect 80 - 90% of “what” the job does not the “how”. Insert a category heading and in bullet form below, state specific responsibilities.

Multidisciplinary Team Management:

The MCS provides leadership in the development and facilitation of multidisciplinary service delivery disposition teams in the provision of mental health treatment on campus. She/he demonstrates 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

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- 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 MCS provides clinical psychotherapy with individual clients at a reduced clinical load to allow for the MCS to meet her/his administrative, managerial and coordination responsibilities. It is expected that approximately 50% of the MCS'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: Each MCS oversees the coordination of and has management authority over one of several specific sets of responsibilities within Counselling Services. These areas include:

- **Coordination of Intake Responsibilities:** The MCS maintains a thorough knowledge and expertise in the area of best evidence based intake practices and ensures these practices are well designed, implemented and evaluated to fit the needs of Waterloo students. With authority to do so, the MCS schedules staff clinicians' intake and immediate response shifts. If there are conflicts with clinician scheduling, the MCS has the final decision making responsibility. The MCS is also responsible for arranging support and providing intervention for student clients who are seeking a change in clinicians. She/he responds to requests from professionals and others both within Campus Wellness as well as from the broader University community and beyond regarding intake information, crises and other related queries. The MCS manages procedures related to new student clients entering Counselling Services as well any waiting list related to intake. In conjunction with the Intern/Resident coordinator, she/he determines which clients are seen by practicum students/interns/residents providing services at Counselling Services.
- **Coordination of Internship/Residency/Practicum Student Training:** The MCS maintains a thorough knowledge and expertise in the area of graduate student supervision and training for those entering a mental health field, and ensures these practices are well designed, implemented and evaluated. The MCS is responsible for coordinating recruitment, orientation, supervision and evaluation of all graduate-level trainees. She/he responds to all inquiries regarding training, and oversees and coordinates all efforts of those providing supervision for trainees.
- **Coordination of Quality Assurance Activities:** The MCS maintains a thorough knowledge and expertise in the area of quality assurance, project evaluation and privacy/confidentiality. She/he ensures appropriate evaluation mechanisms are in place for all service delivery including for example, client satisfaction, service effectiveness and service efficiency. In collaboration with the Director and the Associate Director, the MCS ensures that documented policy and procedure is current and accessible.

Required Qualifications

If hiring today, what would be the required education, experience, knowledge, skills and abilities?

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| <ul style="list-style-type: none">• Completion of a Master's degree in a mental health field is necessary. 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. |
| <ul style="list-style-type: none">• Progressive clinical and administrative experience in a student-focused post-secondary environment with a background highlighted by mental health and student development expertise. |
| Knowledge/Skills/Abilities <ul style="list-style-type: none">• Competencies will include 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 MCS 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 MCS interacts with partners in other post-secondary counselling centres as well as members of community mental health agencies, professionals and with hospitals. She/he is responsible for maintaining and enhancing strategic working relationships in all of these areas within the parameters of her/his intake role responsibilities.

- **Level of Responsibility:** The MCS 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 unavoidable exposure to disagreeable and uncomfortable environmental and psychological conditions. There will be unusual hours and schedules. The position involves the stresses associated with an on-call system, multiple and/or tight deadlines beyond one's control, and constant interruptions.