Job Description

Job Title: Administrative Officer
Department: Campus Wellness
Reports To: Director, Campus Wellness
Jobs Reporting: Operations Supervisor, Client Customer Services (2), Technical Support Specialist, Communications Project Manager
Salary Grade: USG 12
Effective Date: October 2017

Primary Purpose
The primary purpose of this role is to promote optimization of resources within the campus wellness units (Counselling Services and Health Services) by ensuring smooth, efficient and student-friendly service delivery. As a member of Campus Wellness Senior Management Team, the Administrative Officer is responsible for management and leadership of frontline administrative staff at all wellness unit sites. Also, the role is responsible for general administration in the wellness units. This general administration includes oversight of the Electronic Medical Records (EMR) and other service delivery processes and data, budget and finance (including health insurance revenue), the coordination of all strategic communications and the processes and procedures related to staff hiring and development throughout the wellness administration portfolio. The role manages the administrative procedures and processes of the wellness programs and service delivery system and closely co-ordinates with the Medical Director, the Director, Counselling Services, and the Associate Director, Health Promotion.

Key Accountabilities

Service Delivery Processes and Procedures
- Accountability to clients for developing strategies and systems for getting students into and through the service delivery system in efficient, effective and client-friendly manner.
- Provides oversight of scheduling and efficient deployment of staff resources.
- Functions as an “optimizer” with a focus on maximizing efficiencies without compromising best practice service delivery to students.
- Contributes to standing committee overseeing collaborative approach to delivery of mental health service.
- Ensures staff groups are able to provide clinical and administrative service to clients via appropriate electronic tools (e.g. Electronic Health Record system).
- Provides leadership and direction regarding on-going assessment of Electronic Health Record system, and replacement as needed.
- Provides leadership and direction regarding facilities management in the context of ease of use, efficiency and way-finding (e.g. signage, space management).

Data Management, Co-ordination and Planning
- Co-ordinates service delivery data from all wellness units including from the electronic medical record.
- Co-ordinates 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.
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- Contributes to standing committee overseeing collaborative approach to quality assurance and program evaluation.
- Co-ordinates the optimization of technology within Campus Wellness focusing on efficiency and connectivity.

**Human Resources Management**
- Co-ordinates (with the Directors of Counselling and Health Services) all administrative processes and procedures associated with Human Resources Management. Participates in staff searches and hiring for key positions within Health Services and Counselling Services.
- Co-ordinates (with the Directors of Counselling and Health Services) the scheduling, planning and procedures related to staff development and training.
- Provides the primary leadership and management for all frontline administrative staff within the wellness units coordinating the frontline administrative resources across the sites.
- Oversight of all hiring, training, supervision and performance management of administrative staff.

**Budget and Financial Resources**
- Provides budget management and oversight for administration budget, including the oversight and monitoring through administrative staff of 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); 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.

**Strategic Communication**
- In coordination with Associate Director, Health Promotion, oversees development of a communication strategy and promotion plan for all wellness units with a special focus on enhancing accessibility and utilization of wellness units’ programs and services.
- Oversees the implementation of all communication both internally to staff and externally to relevant groups, institutions and individuals including community agencies and other colleges and universities. (Note: excluding specific clinical communications.)
- Oversees coordination of internal communication, including inter-departmental (within Campus Wellness) communication.

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

**Education**
- 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)

**Experience**
- The role requires progressive management and administrative experience in a health care setting with a 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**
- Familiarity with the use of electronic records systems in a health care or university setting; significant competency with EMR systems is beneficial; basic computing skills; experience with conducting and utilizing applied health care research is beneficial
- 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.
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**Nature and Scope**

- **Contacts:** Internally, as a member of the Campus Wellness Senior Management Team, the Administrative Officer interacts regularly with the Directors of Counselling Services, Health Services, Health Promotion, the Student Success Office and AccessAbility Services. More occasional but important contacts are with 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 will be 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 $900K). 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 is accountable directly to the Director, Campus Wellness and 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 of the Administrative Officer are to be separate from but co-ordinated with the clinical and education management functions and responsibilities of the Directors of Health and Counselling Services, and the Associate Director, Health Promotion.

- **Decision-Making Authority:** This position has final decision-making authority for all items outlined above.

- **Physical and Sensory Demands:** This position has final decision-making authority for all items outlined above.

- **Working Environment:** The 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 normal workplace interpersonal conflict and its resolution and the stresses of change management in a dynamic campus community environment.