#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Assistant Director, Counselling Services

**Job Number:** X-398 | VIP: 1671

**Band:** EXEMPT- 8

**Department:** Student Wellness Centre

**Supervisor Title:** Director, Student Wellness Centre

**Last Reviewed:**  May 16, 2024

#### **Job Purpose:**

Reporting to the Director, Student Wellness Centre, the Assistant Director, Counselling Services (ADCS) is responsible for the program development, coordination, and evaluation for Counselling Services.

The ADCS is the direct supervisor for all Counselling Services staff and is responsible for managing the delivery of all clinical programs under Counselling Services to promote positive mental health and to foster a health and supportive campus culture.

The Assistant Director provides clinical consultation to administrative and clinical staff within Counselling Services, and general consultation to faculty regarding the mental health of students.

The ADCS will also carry a caseload of client, conducting intakes and providing direct clinical counselling to students.

Th ADCS also has a leadership role within the overall Student Wellness Centre and works collaboratively with the other Assistant Directors in the Student Wellness Centre. In so doing, all Assistant Directors represent and harness the expertise of their multidisciplinary teams, fostering cohesions among team members and enhancing the continuity of care in supporting the biopsychosocial needs of students.

#### Key Activities:

##### Counselling Services Leadership

* Oversee the operation of the Counselling Centre at Peterborough Campus.
* Responsible for hiring, training, and supervision of Counselling Services staff.
* Establish and maintain clinical policies and procedures manual in accordance with legislative requirements and standards of practice.
* Lead the development and implementation of strategic goals and objectives of the Counselling Centre and advise the Director, Student Wellness Centre on strategic initiatives.
* Oversee special projects, including development & implementation, where applicable.
* Oversee the management of high risk cases.
* Provide leadership, direction, and supervision and training for staff, contracted professionals, and interns.
* Facilitation of peer consultation model of clinical supervision.
* Stay current with best practice models for service delivery.
* Provide training and consultation to staff and faculty re: student wellness. Includes consultation with Case Management teams, interpretation of external assessments, conducting information sessions on the AODA and the Universities legal requirement, and identifying and addressing systemic barriers within the university.
* Oversee training and professional development programming for faculty, staff and student leaders/student staff related to student wellness, including prevention and intervention initiatives, in order to increase campus capacity for supporting students.
* Engage in individual counselling of students.

##### Student Wellness Centre Leadership

* Develops and implements professional development sessions and business meetings for the Student Wellness Centre in collaboration with the Director and other Assistant Directors in the Student Wellness Centre.
* Review models of collaboration, communication, and integration among Health, Counselling, and Accessibility Services.
* Member of the Care Coordination team focusing on harmonizing interdisciplinary treatment plans and ensuring continuity of care for students who present with complex clinical issues.
* Facilitate and support data collection, management, and dissemination to maintain current knowledge of student wellness interests, issues, and needs. For example, through the National Campus Health Assessment Survey.
* Works in close collaboration with the Director and Assistant Directors in the Student Wellness Centre to build capacity, inform policy and procedure within the university, and communicate our model to PSE institutions and other external stakeholders.

##### Campus Leadership

* Participate in the development and revision of campus-wide policies, protocols, and procedures. For example, pandemic planning, sexual violence prevention, and alcohol misuse prevention.
* Consult with and represent Counselling Services team regarding campus-wide health and wellness issues, initiatives and events and represent their clinical voice in the campus community.
* Work closely with other student support services, departments, student groups, and community agencies to develop and implement robust health and wellness communications, programing, and activities on campus. For example, orientation week programming, and student leadership training.
* Support and facilitate connections between community agencies and departments at Trent University. Provide community health liaison.
* Provide consultation and support to staff and faculty regarding mental health issues.
* Provide consultation for crisis prevention with a student known to be aggressive of disruptive, or for intervention strategies in supporting a suicidal student.

#### Education Required:

* Masters degree in Psychology, Social Work, Counselling, or related field
* Current registration with the College of Psychotherapist, Social Workers, Psychologist or equivalent.

#### Experience/Qualifications Required:

* Five (5) years of clinical practice in either an open community or private setting.
* Two (2) years of leadership/managerial experience preferred.
* Experience with/lived experience of oppression, racism, homophobia, transphobia and/or ableism and/or personal connection to queer or trans communities of color, including newcomer and disability communities will be an asset.

#### Supervision:

* Provide training, guidance and direction, assigning and monitoring work for accuracy and completion and providing input into staffing decisions and performance evaluations for the following staff:
  + Administrative Assistant, Counselling Centre
  + Mental Health Educator & Wellness Strategist
  + Therapists
  + Interns

**Job Evaluation Factors:**

##### Analytical Reasoning

* On an ongoing basis will require significant research and planning to identify innovations and efficiencies for service delivery. Assessment of multiple models and evolving trends to identify the best set of service delivery options will be critical.
* Students present with emotional distress and crises. Analytic reasoning is utilized in order to triage and assess risk, delineate nature of the difficulty, and formulate interventions.
* Student needs and demand for service evolves and shifts throughout the year and over time. This requires ongoing problem solving and flexibility in the manner in which services are provided.
* Counselling personnel, learning strategists and medical professionals require clinical support in debriefing critical incidents and problem-solving complex client issues.

##### Decision Making

* Determine need and urgency of student requests in order to service students in an appropriate manner to ensure their safety and well-being. This includes crisis management and knowing how to handle highly sensitive situations that could have a negative impact on the university.
* Decisions about staffing and the best models to provide comprehensive counselling services to students.
* Implementation of policies and procedures.

##### Impact

* Decisions on staffing, goals and departmental structure will impact student well-being, learning outcomes, retention, and risk management. Ineffective decisions can result in attrition and harm to student, others and the institution.
* Impact of inappropriate therapeutic response may result in harm to student or others. In addition, poor decisions may result in litigation that could damage the reputation of the Health and Wellness Centre and University.
* The impact of an inappropriate therapeutic decision could result in student needs not being met, lengthy wait-times for services, compassion fatigue and discontent among the professional staff, and budget variances.
* Inconsistent implementation of policy and procedure may result in unfair and unethical practices along with confusion among staff and clients.
* Inappropriate advice may result in harm to student or others.

##### Responsibility for the Work of Others

Direct responsibility for the following staff at Counselling Centre, including hiring, firing and direction of daily activities:

* + Administrative Assistant, Counselling Centre
  + Mental Health Educator & Wellness Strategist
  + Therapists
  + Interns

##### Communication

Internal:

* Interaction throughout the campus community on Counselling needs, initiatives and trends.
* On a referral basis, counsel students experiencing emotional distress and their significant others.
* Consultation and training to faculty/staff about students’ mental health issues/status and how best to meet their needs.
* Liaise with other university services in providing interdisciplinary interventions.

External:

* Acts as Trent representative to professional provincial organizations including, but not limited to the Health, Counselling, and Disability Directors.
* Community Resources: Establish and maintain vital links and services extended to the Trent community.
* Family Members: Provide information about services and share specific clinical information about a student as consent permits.
* Community Collaterals: Liaise with other agencies and professionals to coordinate a continuum of care.

##### Motor/ Sensory Skills

##### Fine motor skills - Use of keyboard

##### Visual - To interpret/assess emotional state of students as expressed through visual cues

##### Auditory - To interpret/assess emotional state of students as expressed through auditory cues

##### Effort

##### Mental:

##### Sustained attention - Manage complexity of multiple service needs and deliverables. High stress at random points throughout the year. Counselling sessions which requires focus upon student paying attention to mental details.

##### Sustained concentration - Remain attentive to student discussing their distress

##### Physical:

##### Sitting - Counselling for 1 hour per student; keyboarding (i.e.: client documentation and communication).

##### Working Conditions

##### Physical:

##### Potentially working in multiple locations

##### Psychological:

##### Some students are facing psychological or emotional crises and need professional advice, support and/or referral to other health agencies. Incumbent has no control over frequency of occurrence, and dealing with crisis situations, including student deaths, can be very stressful.

##### Some students can present as unstable, angry and confrontational.

##### Administrative demands can conflict with clinical responsibilities, particularly when dealing with overload demand.