

**Nipissing University**  
**POSITION DESCRIPTION**

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| <b>POSITION TITLE:</b>                 | Student Intervention Specialist       |
| <b>DEPARTMENT:</b>                     | Student Development and Services      |
| <b>WAGE GRADE:</b>                     | WG 120                                |
| <b>EMPLOYMENT DEFINITION (STATUS):</b> | Full-time Support Staff Contract      |
| <b>SUPERVISOR:</b>                     | Manager, Student Counselling Services |
| <b>Last Updated:</b>                   | June 2023                             |

**SUMMARY OF FUNCTIONS:**

Reporting to the Manager Student Counselling Services, the Student Intervention Specialist takes a leadership role in building the University's capacity to identify and support students in crisis. The Specialist works to build and strengthen networks in the University to provide support for students who are in crisis as a result of personal or academic situations.

The Specialist provides case consultation to staff and faculty with questions or concerns about students in distress and provides case coordination and management in situations of high risk or critical incidents. The Specialist serves as a resource and a role model in strengthening the capacity of all University staff to respond quickly and effectively to students in the early stages of disruptive behaviour and crisis and provides advice to the senior administration on matters related to student crisis.

The Specialist develops, implements, and oversees a series of initiatives designed to enhance resources for students in distress or crisis, including researching and disseminating appropriate models, relevant strategies, and best practices. Using a learning outcomes approach, the Specialist develops and presents educational events for faculty and staff, including workshops and presentations on topics related to students in distress. The Specialist develops educational materials related to students in distress to be used institution-wide, including print and web-based materials, as well as works to ensure that information about students in distress are available to faculty and staff.

The Specialist will work to implement the Early Alert system, and will respond to reports about students of concern from faculty and staff to ensure coordinated assessment, response, and referral. The Specialist collaborates with faculty, student services, the Safe Campus Evaluation and Assessment Team, and administration, to recommend and develop policies, and plays a central role in student conduct and threat assessment. The student conduct component involves providing fair and consistent judicial processes, including documentation of findings and outcomes, as well as tracking, monitoring, and designing community educational interventions with the goal of encouraging a civil learning environment in and outside of the classroom.

The Specialist will work with all Student Development and Services team members to develop, implement, and evaluate innovative programs and services that provide support for the diverse student population at Nipissing University, with a view towards enhancing student health, engagement, and success.

**DUTIES AND RESPONSIBILITIES:**

**Case Management Support for Individual Students**

**(30%)**

- As a resource for faculty and staff, the Specialist will maintain a caseload of students in distress who have complex issues, or who have been identified through the University's risk management processes
- The Specialist will provide Case Management Support for students experiencing crisis. This includes, but is not limited to: liaising with other "touch points" within Nipissing University to facilitate the student's connection to multiple

supports; assessing the needs of the students; facilitating goal development with the student, including regular meetings to check-in in/monitor progress and support needs; provide information and/or support in coordinating transitions to community resources, specialized treatment programs, crisis intervention, hospitalizations; as well as discharge planning

- Facilitate the connection to, and coordination of, campus and community resources for supporting students in crisis.
- Work closely with Student Counselling Services, Student Accessibility Services, Campus Health Services personnel, Residence Life staff, other members of the University Community, as well as with external agencies, to develop a broad network of support for students in distress
- Engage in systematic follow-up with at-risk students, including remaining connected to students who take short-term leave for mental health reasons
- Co-ordinate transitions and support for students following an absence from Nipissing due to voluntary leaves of absence or other critical situations, to ensure necessary supports are in place. Support includes: collecting and reviewing all facts pertaining to student's situation, developing support plan (includes referrals to on campus resources and services, and community resources), and follow-up
- Provide coordination of crisis debriefing for students, staff, and faculty following critical incidents, in conjunction with other members of the Student Counselling Services Team
- Serve as a contact point for external constituents (e.g., parents, hospital personnel, community agencies), and work to mobilize support and address students' needs, as required

### **Crisis Consultation**

**(30%)**

- Provide case consultation to faculty and staff working with students in distress, and act as a resource for the development of strategies and protocols designed to assist these students
- Requests for assistance may be made by academic departments, residences, the Registrar's Office, student services, and other departments, related to complex crisis situations, or those that have been resistant to previous attempts at resolution
- Work with staff, faculty, University offices, and community agencies to coordinate intervention strategies, and ensure that the student has access to appropriate campus and community resources
- Provide crisis prevention and consultation in cases where students are demonstrating behaviours known to be aggressive, disruptive, or self-harming, and on a wide range of other concerns
- Collaborate with the staff of Student Development and Services, as well as work collaboratively with the University's Safe Campus Evaluation and Assessment Team, in evaluating risk and responding to critical incidents related to students
- Play a leadership role and provide guidance in the University's Safe Campus Evaluation and Assessment Team in hands-on engagement with critical situations, to ensure coordinated implementation of the committee's recommendations, as requested
- Provide practical and organizational support to staff and students dealing with localized, smaller-scale incidents that occur on campus
- Act as a key member of the University's teams for emergency preparedness and crisis response, providing consultation, triage, and referral

### **Education, Communication, and Outreach**

**(15%)**

- Provide leadership in providing training to faculty and staff on supporting students in distress, including providing the Supporting Students in Distress presentation, and disseminating the resource folder
- Provide educational events or presentations for students on issues related to mental health and wellness
- Collaborate with other Student Development Services departments on outreach events for students on campus, as required
- Compile informational resources related to students in distress, as well as campus and community resources
- Develop new materials related to students in distress, and maintain a network for ensuring that information about students in distress is available to faculty and staff

- Develop mental health and student distress-related materials for inclusion in university publications about programs and resources
- Develop and maintain ongoing liaisons with key individuals and offices on the two Nipissing University campuses, and attend meetings of related committees and working groups
- Represent the university to staff members at related community agencies, such as CMHA and the NBRHC
- Sit on internal and external committees to support partnerships between University departments, and between the University and community partners

**Investigate student behaviour, deliver and track outcomes**

**(15%)**

- Ensure impacted students are supported through the conduct processes within the Code of Student Rights and Responsibilities, Sexual Violence Prevention, Support and Response Policy for Students, and Respectful Workplace & Learning Environments Policy
- Support University Officials to ensure consistent and seamless responses to incidents requiring investigation, follow-up, and determination of outcomes Assist with the development and review of template letters for responding to significant student behavioural matters
- Advocate for fair and consistent conduct responses for students struggling with mental health related behaviour

**Process and Policy Development/Retention Alert Database**

**(10%)**

- Liaise with academic departments to review processes, make policy suggestions, and collaborate on a prompt resolution of student problems, as requested
- Consult with appropriate University Officials to provide perspective and insight on policy development related to students with mental health concerns
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- Maintain a record of all Case Management Support and Consultation services provided, including recording presenting concerns, referral sources, other service involvement, referrals made, and case closure reasons
- Complete annual reports to help to identify the types of incidents occurring, and the success of interventions, and utilize this information to prepare education and trainings for students, faculty, and staff related to student mental health, supporting students in distress, and/or the Code of Student Rights and Responsibilities

**QUALIFICATIONS:**

**Education:**

M.S.W (Masters of Social Work), M.A. (Counselling or Clinical Psychology), or M.Ed. (Counselling), Master of Nursing (M.N), or related field of study is required. Registration with the appropriate regulatory body associated with the individual's professional discipline is mandatory

**Training, Experience, Knowledge & Skills Required:**

- Minimum five years of progressive relevant experience with a minimum 3 years' experience in crisis management, with extensive experience with mental health and illness, behavioural issues, anger management, and conflict resolution
- A current, negative criminal record check/vulnerable sector check (i.e. not have been convicted of a criminal offence for which a pardon has not been granted) is also required.
- Experience with students in a university or educational environment, with an emphasis on case management, program development, and adult education
- Experience managing response to crisis situations
- Experience working as part of a multidisciplinary team
- Experience with program support and development, including training and awareness programs, and peer leadership programs
- Excellent conflict resolution skills

- Expertise in working with university-aged young adults, and individuals in crisis
- Extensive knowledge of crisis, trauma, and grief
- Demonstrated abilities for diplomacy and confidentiality required
- Excellent interpersonal and communication skills (verbal and written); ability to work with students, parents, faculty, and staff
- Excellent organizational skills, and the demonstrated ability to take initiative is essential
- Demonstrated ability to exercise good judgement and to respond appropriately and effectively in stressful situations
- Demonstrated skills in, and commitment to, customer service and continuous improvement
- Proven ability to work within complex systems, as well as in assisting others in system navigation
- Understanding of treatment programs, mental health terminology, as well as diagnostic categories (DSM-5)
- Ability to communicate difficult or sensitive information
- Sound knowledge and understanding of relevant legislation, including the Human Rights Code, Occupational Health & Safety Act (Bill 168), privacy guidelines (PHIPA/FIPPA) as well as University policies
- Proven ability to work in a diverse community with students of varied ages and backgrounds, presenting with a range of difficulties and personal issues
- Flexibility of working hours will be required to meet student needs, which may arise outside of traditional work hours

#### **RELATIONSHIPS/CONTACTS:**

**Supervised by:** Manager, Student Counselling Services

**Internal contacts:** Students, faculty and staff

**External contacts:**

- Ministry of Training, Colleges and Universities
- Canadore College students, faculty, staff
- Council of Ontario Universities
- Community Medical Professionals (e.g., NBRHC, Crisis Intervention Program)
- Community-based Mental Health Services, Addiction Support Services, and Women's Support Services
- Social Service Organizations (e.g., CNIB, CHS, WSIB, HRDC, etc.)

#### **MATERIALS UTILIZED:**

- Confidential student records (e.g., psychological assessments, client case records, medical assessments)
- Confidential budgets and financial information
- Computer workstation including various software applications
- Assistive technology for students with a disability
- General Office Equipment

#### **PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:**

- Daily intensive mental concentration and observation of students' verbal and non-verbal behaviors
- Ability to provide supportive and evidence-based intervention, based on accurate assessments of individual levels of functioning and risk of personal harm
- Ability to maintain sensitivity, confidentiality, and cope with information which may be traumatic or highly confidential
- Some travel (up to 2 days per month)
- Occasional extended working hours
- Response in emergency/crisis situations outside of normal business hours
- 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