

Nipissing University
POSITION DESCRIPTION

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| POSITION TITLE: | Manager, Student Mental Health & Wellbeing |
| DEPARTMENT: | Student Development and Services |
| SALARY LEVEL: | SL 7 |
| EMPLOYMENT DEFINITION: | Administration |
| SUPERVISOR: | Director, Student Wellness |
| DATE REVISED: | September 2024 |

SUMMARY OF FUNCTIONS:

The Manager, Student Mental Health & Wellbeing is responsible for providing strategic leadership, direction, and management of the student supports for mental and emotional wellbeing. The Manager is responsible for overseeing a multidisciplinary team that provides a variety of support and services including health promotion and outreach, self-help services, individual and group psychotherapy, peer support services, case management services, and crisis interventions. The Manager will provide clinical supervision of these services to ensure ethical, safe, reliable and effective services. The Manager is responsible for managing and mitigating institutional risk by developing, updating, and contributing to policies, procedures and guidelines that are informed by best practice and rigorous program evaluation. The Manager will also work with the larger university and community to promote policies, practices, relationships, and knowledge that enhance student wellbeing.

DUTIES AND RESPONSIBILITIES:

DEPARTMENT LEADERSHIP & MANAGEMENT

(45%)

The Manager, Student Mental Health & Wellbeing is responsible to:

- Lead a multidisciplinary team of 10 professional staff and student staff performing direct service provision to a diverse population of student service users
- Work with all staff to maintain a high level of service both reactionary to immediate needs as well as preventative and wellness focused, with the overall goal of increasing student wellbeing
- Develop a team of highly skilled and specialized professional staff through effective recruitment, selection, training, and on-going professional development
- Evaluate staff competencies, advise on appropriate skill development activities, and encourage staff to undertake professional development activities relevant to the duties of their positions
- Provide regular and ongoing performance appraisals as established by the Human Resources Department of the University
- Provide person-centred supervision, coaching, mentoring and support to professional staff according to their identified professional development needs and duties
- Prioritize and define duties of staff within the department, including determining work assignments for staff based on understanding needs, skill sets, requirements, and resources
- Maintain familiarity with individual staff projects to intervene as required due to emergencies, unavailability of staff, or when managerial intervention is required
- Facilitate the establishment of a healthy, supportive team atmosphere
- Ensure consistent, fair, and equitable adherence to collective agreements and administrative staff guidelines
- Monitor and approve Requests for Leave as submitted by staff members
- Mediate in matters of staff disagreement, harassment and discrimination, where appropriate. Escalating to the Director, Student Wellness as needed

- Support and lead the development of short- and long-term goals, objectives, policies, and operating procedures for the Mental Health & Wellbeing department in line with strategic direction given by the Director, Student Wellness
- Maintain and update internal procedures for the operation of all aspects of the Mental Health & Wellbeing department
- Maintain and update relevant internal policies for the Mental Health and Wellbeing team in collaboration with the Director, Student Wellness.
- Manage the approved operating budgets for the department
- Track special accounts to assist the Director, Student Wellness for reporting purposes (e.g. grants, special projects, and others)
- Contribute to developing budget submissions and requests, providing information and insight into departmental needs, gaps, and possible opportunities for efficiencies to ensure appropriate management and accountability of funds
- Provide program statistics, evaluations and reporting on Mental Health and Wellbeing initiatives to the Director, as required to meet university, funder, and Ministry reporting requirements
- Ensure that all internal and external communications and promotional material are consistent with the objectives of the Mental Health & Wellbeing department and University
- As requested by the Director, Assistant Vice-President, Students and/or External Relations, participate in communicating with the community about Mental Health & Wellbeing services through the media

CLINICAL INTERVENTION OVERSIGHT, SUPERVISION & LEADERSHIP

(40%)

- Ensure students receive effective, ethical, equitable, evidence-based, and student-centred clinical care for mental health and emotional support needs
- Ensure facilitation and implementation of Mental Health and Wellbeing services for all students including those on-Main campus, regional campuses, and distance learners
- Ensure services are administered in accordance with student eligibility under the guidance of the Director, Student Wellness
- Ensure clinicians have the required competencies and capacity to provide support for individual clinical situations
- Direct, support, and perform data collection to determine trends and themes in student mental health, including need and demand for additional programming and services, as well as program evaluation
- Evaluate the effectiveness and efficiency of programs and services which are delivered under the auspices of the Mental Health and Wellbeing department (i.e. psychiatric screening, assessment, treatment planning, one-on-one therapeutic sessions, group therapy, psycho-educational groups, and outreach)
- Ensure appropriate reporting to all stakeholders regarding assessment and evaluation results (students, staff, faculty, Director, Deans, AVP, Executive, etc.) as applicable and within the limits of confidentiality
- Collect and respond to student/stakeholder feedback and complaints regarding the Mental Health and Wellbeing team and/or programming, escalate to the Director as appropriate
- Engage with regulatory bodies to ensure ongoing compliance with CRPO and OCSWSSW requirements
- Maintain current knowledge of provincial and federal legislation related to mental health and social services (e.g.: duty to report, PHIPA, and others.)
- Ensure student Mental Health and Wellbeing records are maintained according to acceptable standards established by recognized professional practice, legislative, and legal guidelines
- Ensure minimum standards of practice for Counselling Services are adhered to in all areas of service delivery (e.g. service delivery standards, documentation, confidentiality, and others)
- Ensure the Mental Health and Wellbeing acts in a proactive manner to prevent potential crises and mitigate ongoing risk factors for students and liabilities for the University
- Receive staff reports of critical incidents, student deaths, and crisis situations. Informing the Director as needed/appropriate
- Receive referrals from the Safe Campus Evaluation and Assessment Team/Student-At-Risk committee. Oversee the assessments and support to students considered to be at risk.

- Direct service responses to critical incidents/crisis situations and provide updates to the Director, Student Wellness.
- During any absences of the Director Student Wellness, the Manager will be the senior most position to oversee mental health clinical services at the university. As a result, they will be independently responsible to ensure appropriate responses to critical incidents, complex ethical situations, Personal Health Information oversight, and risk management of situations requiring clinical care and/or involving Personal Health information.
- During any absences of the Director, Student Wellness the Manager will assume the responsibilities of the Director as the senior most licensed clinician at the University under the Death of a Student Policy.

STUDENT DEVELOPMENT & RETENTION

(10%)

- Keep updated on current developments, best practices, and emerging trends in student counselling services and mental health through active participation in conferences, workshops, professional organizations, and research/literature
- Function as a resource person on a variety of internal advisory committees and working groups which focus on student-interest issues
- Provide professional development to university faculty and staff in relation to student Mental Health & Wellbeing
- Advocate for and seek out additional sources of funding/training for the improvement of mental health outreach/wellness initiatives in collaboration and/or under the direction of the Director, Student Wellness
- Lead the development of initiatives and activities for student wellness as identified within the division of Student Development and Services and Nipissing University Strategic Plan
- Represent the University on external committees, relevant associations and project activities which are related to Mental Health issues
- Organize and manage the administration of formal mental health training programs including the certification of trainers, communication with external training organizations, scheduling, materials, and liaising with interested parties. These include but are not limited to Straight Talk, Tattered Teddies, Mental Health First Aid: For adults who interact with youth, and safeTALK
- Participation in recruitment and retention-based initiatives, as directed

DIRECT SERVICE INTERVENTION

(5%)

When necessary, provide support to the department team or respond to critical situations, the Manager, Student Mental Health & Wellbeing, is responsible for the direct clinical services to students. All direct services intervention will be provided in adherence to the Ontario College of Social Workers and Social Service Workers (OCSWSSW)/ College of Registered Psychotherapy (CRPO) prescribed standards of practice. These supports include, but are not limited to the following:

- Maintain familiarity of individual staff caseloads and students of concern, to intervene as required due to emergencies, unavailability of staff, or when managerial intervention is required
- Complete intake assessments on individual students
- Complete safety assessments, planning, and monitoring for students in situational or mental health related risk
- Provide effective, evidence-informed psychotherapy intervention
- Provide intensive case- management and referral support
- Provide psychiatric screening services to students where mental health clarity is required, or student is seeking screening as a recommendation from Student Accessibility Services
- Provide clinical supports to students in the event of a crisis, death, or disaster
- Liaise and arrange referrals with community-based mental health, medical and social services delivery systems, as appropriate
- Maintain student records and confidentiality of records as per relevant federal and provincial legislation and accepted standards of practice
- Provide consultative and educational outreach to Faculty, Staff and students to ensure legal compliance, promote a general understanding of student issues/concerns, and increase support available to students

Other duties as required

QUALIFICATIONS:

Education:

- Minimum qualification is a Masters degree in Social Work or Counselling Psychology. Proof of valid registration, at an independent practice level, with an appropriate regulatory body, associated with the individual's professional discipline, which authorizes the practice/supervision of psychotherapy in the Province of Ontario is mandatory.

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

Training, Experience, Knowledge & Skills Required:

- Minimum 5 years of progressive experience in administration and supervision in the delivery of human services programs
- Completion of specific coursework and supervised practice in counselling intervention modalities
- Theoretical training in the understanding and application of counselling practice for individuals and groups
- Training in the administration, scoring and interpretation of psychometric tests
- Previous experience in direct services intervention (which includes crisis intervention and risk management)
- Previous experience providing clinical supervision/leadership for a social service team
- Training in human development, special education and learning theory
- Previous experience managing large and complex data sets to ensure accuracy, reliability, and usability
- Excellent communication, organizational, relationship building, and conflict resolution skills
- Demonstrated teaching, presentation/facilitation and/or training experience
- Demonstrated ability to manage/assess programs, implement initiatives, interact at all levels within the organization, and effectively manage budget and human resources issues
- Knowledge of current counselling theory and models, crisis intervention, social problems, structural barriers in relation to equity and access issues
- Knowledge of the psycho-social and psycho-educational assessment process
- Knowledge of community-based mental health treatment, support services and programs
- Supervision theory in a human services environment
- Knowledge in the use of computer software applications such as, but not limited to TEAMS, MS Office Suite, Zoom, and others
- Specific and specialized knowledge in the use of health information and data management software systems such as Telus CHR, Clockwork, or others
- Knowledge or experience with Student Information Systems (SIS) such as Colleague, Peoplesoft, or others is considered an asset.
- Confident understanding and application of both qualitative and quantitative program evaluation techniques and principles
- Knowledge of, and ability to perform, accurate statistical analysis
- Knowledge of provincial and federal legislation, discipline professional practice standards/ethics
- A criminal reference check, including the vulnerable sector screening, is required for this role.

RELATIONSHIPS/CONTACTS:

Supervised by: Director, Student Wellness

Workers supervised:

- Counsellors (multiple)
- Dibaadan Wellness Coordinator
- Student Intervention Specialist

- Peer Support & Outreach Lead
- Secretary, Student Counselling Services
- Student Employees (multiple)

Internal Contacts: Staff, Students, Faculty

External Contacts:

- Ontario University Counselling Directors
- Ministry of Training, Colleges and Universities
- Council of Ontario Universities
- Community Medical Professionals
- Crisis Intervention Programs, Victims Services Programs
- Community-based Mental Health Services, Addiction Support Services and Women's Support Services
- Social Service Organizations (CNIB, CHS, WSIB, HRDC, etc.)
- Centre for Innovation in Campus Mental Health (CIMCH)
- Canadian Association of College and University Student Services (CAUCSS)
- Association for University & College Counselling Centre Directors (AUCCD)
- General public, prospective students, student supporters (e.g. families, parents and guardians)
- Other Universities and Colleges

MATERIALS UTILIZED:

- Confidential student records (psychological assessments, client case records, medical assessments)
- Controlled assessment instruments
- Confidential budgets and financial information
- Confidential employee personnel records (including wage and performance evaluation information)
- Computer workstation including various specialized software applications
- Assistive technology for students with a disability
- Nipissing University policies, procedures, and collective agreements
- Professional Practice Guidelines and Codes of Ethics:
 - *OCSWSSW Professional Practice Guidelines and Code of Ethics*
 - *NASPA (Student Affairs Administrators in Higher Education)/ACPA (College Student Educators International) Professional Competencies*
 - *ACPA Ethical Principles and Standards*
 - *CACUSS (Canadian Association of College and University Student Services) Statement of Guiding Principles*
 - *CAS (Council for the Advancement of Standards in Higher Education) standards for Counseling Services*
 - *And others as required for the clinical supervision/management of the Counsellors*
- Relevant Federal and Provincial Legislation:
 - *Personal Health Information Protection Act, 2004 (PHIPA)*
 - *Psychotherapy Act, 2007*
 - *Social Work and Social Service Work Act, 1998 (SWSSWA)*
 - *Regulated Health Professions Act, 1991 (RHPA)*
 - *Freedom of Information Privacy Protection Act, 1990 (FIPPA)*
 - *And others as required by the circumstance.*
- General Office Equipment

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:

- Daily intensive mental concentration and observation of student/employee verbal and non-verbal behaviors.

- Ability to provide personal therapeutic intervention based on accurate assessments of individual clinical needs, levels of functioning, and risk of harm.
- Ability to maintain sensitivity to and cope with information which may be traumatic and/or highly confidential
- Multiple task management related to the blend of managerial, supervision, and intervention responsibilities of the role
- Occasional travel
- Occasional extended working hours
- Regular interruptions requiring the shifting of focus
- Exposure to high levels of mental and emotional stressors
- Respond in emergency/crisis situations
- 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

