



Counselling Services

Associate Director, Clinical Services – Job Opening ID 35243

Vancouver – Point Grey Campus

Please apply to job opening ID 35243 on the UBC Careers site <https://www.hr.ubc.ca/careers-postings/staff.php> by September 26, 2019

Job Summary

The Associate Director, Clinical Services, provides leadership in Counseling Services with an emphasis on strategic oversight of the design and implementation of all aspects of clinical services. As a member of the clinical staff of Counseling Services, the Associate Director provides a comprehensive range of counselling services for UBC students.

Work Performed

Leadership and Strategic Initiatives

- Provides strategic direction and oversight to clinical services operations based on best practices in the field and ongoing tracking of student utilization and outcomes data, as well as student satisfaction data to optimize timely access and quality care.
- Develops and maintains policies and procedures to ensure adherence to the highest clinical standards, applicable legislation, local health and safety laws and regulations, student affairs risk management policies, and professional codes of ethics.
- Provides operational leadership and guidance in the planning, development and expansion of additional centre space in new locations on campus.
- Meets regularly with the Director of the unit and management team to set objectives, establish priorities and develop strategies to improve operations.
- Provides strategic direction and support for the development of campus-wide mental health related programming.
- Develops, implements and manages risk assessment and mitigation, and leads the development of Emergency Response Protocols.
- Provides oversight to ensure effective maintenance of the current electronic scheduling and recordkeeping system, operations manual, referral lists, and documentation forms used in clinical recordkeeping.
- Explores and develops the use of new information systems for the electronic medical record including new technology implementation, custom applications and training needs.

Service Integration and Collaboration

- Is responsible for leadership to implement change initiatives to improve collaboration and facilitate integration of services provided by Counselling Services with services provided by other Health & Wellbeing units, specifically Student Health Services and Health Promotion & Education.



- Is responsible for identifying strategic partnerships and building relationships and partnerships with other campus departments such as Security, Risk Management, Housing, SVPRO, International Student Development, Managers of Student Services, Centre for Accessibility and Faculties.
- Collaborates with clinical and administrative support staff to enhance current strategies and develop new strategies to continuously improve services.
- Represents Counselling Services at on-campus events and off-campus meetings of professional organizations.
- Maintains liaison relationships with university organizations and local mental health care resources.

Program Planning and Evaluation

- Provides leadership in the Centre's outcome assessment efforts and quality assurance, including interpretation and analysis of service utilization, outcome, and client satisfaction data to evaluate the effectiveness of clinical programs and services.
- Uses data to inform leadership on implementation of evidence-based changes to clinical programming.
- Leads the strategic development of a variety of complex proposals and reports.

Staff Management and Development

- Develops and implements organizational changes to meet the new initiatives and evolving needs of the Unit.
- Provides leadership, guidance and support to a team of a minimum of 8 clinical staff comprised of counselors and psychologists in Counselling Services.
- Sets performance goals in collaboration with clinical staff reports and plans and approves professional development to support, monitors progress and conducts annual staff evaluations to ensure annual benchmarks and performance goals are reached.
- Provides clinical supervision and performance evaluation of assigned pre-doctoral interns and post-doctoral fellows.
- Addresses performance concerns when required.
- Plans and approves professional development activities for Staff in Counselling Services.

Clinical Duties

- Maintains a clinical caseload which may include the following: crisis assessment and response, individual and group psychotherapy, clinical consultation, outreach programming, and clinical supervision of pre- and post-doctoral interns.
- Manages and oversees all clinical services components to ensure optimal access and quality of services. This includes oversight of client flow, effective scheduling and resource utilization, therapy groups, case management, psychological testing and incoming/outgoing referral processes.



- Responds to clinical services issues as they arise including management of crises and other urgent requests for services. Uses knowledge and judgment to adjust service delivery processes and levels to meet demands.
- Performs other duties consistent with the mandate of Counselling Services as requested.

Qualifications

Required Skills and Experience details are listed in the job description on the UBC Careers website.

Equity and diversity are essential to academic excellence. An open and diverse community fosters the inclusion of voices that have been underrepresented or discouraged. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or status as a First Nation, Metis, Inuit, or Indigenous person.

All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority.