



JR5907 Director, Counselling Services

**University of British Columbia
Student Health and Wellbeing | VP Students
Full Time | Ongoing | Vancouver Campus**

Job Summary

UBC Counselling Services offers students a wide range of professional mental health services to support students meeting their educational and wellness goals. The Director is responsible for strategic and operational leadership including the planning, development, implementation, evaluation, improvement, management and administration of Counselling Services at the Vancouver Campus, to ensure alignment with institutional goals, strategic plans, and the mission, vision, and values of the portfolio and UBC. The Director oversees clinical leadership and staff within Counselling Services, and collaborates with other leaders in Student Health and Wellbeing (SHW) on strategic planning and implementation of SHW integrated services.

The Director enacts a commitment to anti-racism, equity, diversity, inclusion and decolonized practice through continued service level development, innovations and improvement. The Director will ensure current knowledge of trends, research, and best/wise and innovative practices for Counselling Services and programming. The Director will pursue research opportunities with the practitioners and academic community to further practice for service and program deliverability.

Organizational Status

Reporting to the Chief Student Health Officer, the Director is responsible for all Counselling Services, and for working collaboratively with SHW leaders on specific Unit-wide projects or programs. The Director works closely with students, faculty, and staff to provide advice and direction in the areas of Counselling Services and Campus-wide mental health literacy and education. The Director builds relationships and partnerships across SHW, with UBC Faculties and Programs, regional and provincial health authorities, and external organizations. The Director develops and maintains effective contacts with other college and university counselling centers, community groups and professional organizations.

Work Performed

- Has full managerial authority and overall leadership to develop the departmental vision, goals, priorities, objectives, policies, and procedures as well as integrated SHW plans.
- Directly supervises Associate Directors and others; builds and sustains a collaborative, respectful and effective leadership team. Integrates the units of the department and develops strong working relationships between staff for effective delivery of student mental health services.
- Provides evidence-based leadership in the innovative design and delivery of services and programs, addressing the changing needs and diversity of the campus, and integrated SHW services. Evaluates trends and recommends, advocates, develops and initiates responsive



and proactive changes within the department, and evaluates and improves programs and services.

- Ensures that services are provided in ways that are sensitive and responsive to the broad range of diversity within the student population including, but not limited to, gender, race, culture, ability, and sexual orientation.
- Introduces new policies and procedures supporting the psychological wellbeing of students, the mandate of the units, and the mission of the University, via participation on, and chairing committees as requested, addressing unit or institutional policy issues; contributing experience, written reports, proposals or briefings, and participating in deliberations and decisions regarding forwarding such policy papers to the Chief Student Health Officer, VP Students, or to the President, Senate and/or Board as requested.
- Monitors and ensures that current and changing legal, ethical and professional standards of practice/codes are met by all counselling staff and trainees, and that all aspects of service operate within appropriate provincial and federal health and safety legislation and guidelines; complying with relevant College and Ministry guidelines.
- Monitors problem areas within the department and initiates or delegates the initiation of remedial interventions at a personal-individual or organizational-system level. Develops, implements and manages risk assessment and mitigation, and leads the development of Emergency Response Protocols.
- Provides leadership in developing and implementing a marketing strategy to increase awareness of the range of services and programs available.
- Direct service delivery including intake assessment, counselling, emergency/crisis response, training and supervision of graduate students, consultation and outreach to the university community, as required.
- Is responsible for patient complaint resolution process related to mental health concerns, working with the team as necessary.
- Performs other duties as required.

Internal/External Relations

- Facilitates the development of partnerships with Faculties, as well as the First Nations House of Learning and other key programs across UBC, regarding mental health issues, services and research. Works in partnership with Faculties and Program partners participating in the embedded counsellor program.
- Manages communication and works closely with the regional health authorities, and other agencies, advocating for services and/or funding models and programs that support the health and wellness needs of students.
- Works with the Director of Finance, Operations Managers and others as identified, to plan and oversee Counselling Services finances. Responsible for the effective financial management of allocated resources including preparing the annual budget, approving and monitoring expenditure, setting fees for some services, and ensuring that appropriate procedures are implemented to track financial transactions.
- Ensures the accreditation process for all services to meet professional accreditation requirements and ensure appropriate continuing professional development of staff.

Human Resources



- Plans strategically for, and defines the human resource requirements and organizational structure for the service including the methods and techniques of work, the work assignments, duties and responsibilities of positions and the classifications and qualifications of positions as well as other management rights contained in appropriate collective agreements.
- Accountable for the recruitment process including hiring, layoff, demotions, creating and eliminating positions for Counselling Services, in partnership with the Associate Directors. Identifies staffing needs to ensure services are provided safely, efficiently, effectively and appropriately. Overall responsibility for directly or indirectly managing over 50 staff in 3 or more spaces on campus.
- Proactively provides feedback and support to all direct reports on performance and career development. Provides opportunity for career advancement, learning and growth including training and professional development for Counselling Services staff.
- Addresses performance issues with Counselling Services staff, and supports Associate Directors and others when a performance issue is escalated. Manages disciplinary matters between staff and provides leadership and guidance when conflicts occur.

Information Systems

- Participates in the development and monitoring of an appropriate integrated electronic health information system, including new technology implementation, customs applications, and training needs. Promotes the effective, safe, appropriate and confidential use of the electronic health information system and follows up on audit results or other reports indicating inappropriate use, or misuse, of such systems, by any Counselling Services staff.
- Works with the Operations Manager(s), electronic medical records support staff and UBC IT staff to ensure that the IT systems are operating efficiently and meeting the needs of Counselling Services and the integrated Student Health and Wellbeing program.

Professional Development

- Attends professional development conferences and workshops, and keeps abreast of knowledge related to best practice and trends in student and youth mental health and wellness and their implications for Counselling Services and Student Health and Wellbeing overall its intersection with relevant issues. Provide staff with information regarding current trends and issues within the community.
- Participates in relevant professional associations including the College of Psychologists of BC and the Canadian Association of College and University Student Services (CACUSS).

Consequence of Error/Judgement

Must exercise judgement based upon a thorough knowledge of clinical procedures, guidelines and regulations. Errors in judgement may cause serious results and/or harm to students or staff, reduce service, cause embarrassment and lose credibility. This position represents the University, the students and Student Health and Wellbeing. The position has access to sensitive and confidential information, the untimely or inappropriate release of which could cause acute embarrassment to the University, as well as litigation. Incorrect decisions/ judgement will directly affect the UBC's reputation with the employer, health authorities, community and faculty, staff, alumni, and



students. Incorrect decisions would have impact on the health services offered to students, the operations of the programs, and the reputation of the unit and the University.

Supervision Received

Reports to the Chief Student Health Officer. Works independently. Work is reviewed for achievement of goals and objectives, soundness of judgment and quality, effectiveness and appropriateness of work.

Supervision Given

Provides leadership including direct or indirect management and supervision to all staff within Counselling Services at the UBC Vancouver Campus. Directly supervises Associate Directors and others in the program. Supervises staff by providing guidance and mentorship, ensuring the appropriateness and currency of job responsibilities, initiating recruitment for temporary and continuing staff, hiring, disciplining and terminating staff, providing or directing the provision of training and development, evaluating performance, approving leaves of absence, and responding to complaints, concerns and grievances.

Minimum Qualifications

Ph.D. in Counselling Psychology or a related field. Eligible for certification as a Registered Psychologist in British Columbia. Minimum of ten years of related experience in clinical counselling with at least three years of management experience.

Preferred Qualifications

Professional training, theory base, and/or knowledge in the areas of student development, counselling and psychotherapy, leadership, career development, learning skills development, psychological assessment, multicultural counselling, abnormal psychology and psychopathology, clinical supervision, outcome research, ethical and professional standards of practice, relevant federal and provincial statutes, consultation, technology, and leadership.

Canadian Psychological Association accredited internship/graduate program or equivalent preferred. Knowledge and understanding of leadership in a post-secondary setting (financial and human resources management, strategic planning, organizational development, marketing, and research). Strong knowledge of relevant provincial health legislation, administrative processes and systems.

Experience with developing and interpreting policies and procedures. Ability to supervise and manage a multidisciplinary staff. Experience building, leading and managing a successful, high-functioning, inclusive work team in a busy environment. Experience working with faculty, staff and students in a post-secondary institution would be an asset. Ability to manage multiple priorities and juggle complex tasks. Proven track record meeting critical deadlines under considerable pressure. Ability to exercise initiative, tact and discretion. Ability to work cooperatively in a team environment and to work effectively with all levels of University personnel and external organizations and government bodies.



Proven sensibility and appreciation of the role that indigeneity, gender, race, disability, gender identity, sexuality, social background play in the experience of health, wellbeing, and health promotion and education in a university setting. Demonstration of commitment to social justice, inclusion, diversity, and health equity. Excellent organizational skills and ability to work under pressure. Proficiency in the use of computer operating systems and communications technologies in a network environment. Outstanding oral and written communication skills. Excellent interpersonal skills. Creative thinking and problem-solving skills. Strong conflict resolution skills and the ability to maintain professional decorum and make sound judgments under pressure. Ability to adjust priorities and able to handle matters of a confidential and sensitive nature.

How to Apply

Please submit your application through the [UBC Careers page](#).

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