



JR6517 Associate Director, Clinical Services

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

At UBC, Student Health and Wellbeing, we value your lived experience, as well as your professional experience. For this leadership role, we are seeking an incumbent who actively demonstrates a deep commitment to anti-racism, social justice, diversity and creating inclusive communities. We continuously improve how we serve the needs of equity-deserving student populations, and are interested to know how you will advance this work. In your cover letter, please describe your interest in this role, along with how you actively champion, foster, and include voices that have been underrepresented, and how your lived experience influences your work.

Job Description Summary

The Associate Director, Clinical Services, provides leadership in Counselling 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 Counselling Services, the Associate Director provides a comprehensive range of counselling services for UBC students.

Organizational Status

Reports to the Director, Counselling Services, Health and Wellbeing. Provides leadership, guidance and support to a minimum of 8 clinical staff comprised of counselors and psychologists in Counselling Services. Works collaboratively as a member of a team of professionals, actively participating in and contributing to the development and delivery of effective and efficient counselling services. Works in collaboration with the Faculties and other University departments, student organizations, and staff in other areas of Student Health & Wellbeing

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 & Well-being units, specifically Student Health Service and Health Promotion and 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 Student Support 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 Center'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 service. 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.

Consequence of Error/Judgement

Poor professional judgment or unethical practice would be extremely detrimental to student wellbeing and in some cases could be life threatening. It would also have a significant negative impact on public relations for Counselling Services and the University and in some cases result in legal liability for the University.

Supervision Received

Must be able to act with a high degree of autonomy and independence in the leadership and management of clinical services as well as the provision of psychological services while adhering to the ethical standards of the profession. Acts independently within established clinical and ethical guidelines. Reports to the Director of Counselling Services and works within a model of collegial consultation and collaboration under the direction of the Director of Counselling Services.



Supervision Given

Recruits, hires, mentors, and supervises, a minimum of 8 clinical staff direct reports comprised of psychologists and counsellors. Also provides clinical supervision and performance evaluation of assigned pre-doctoral interns and post-doctoral fellows.

Preferred Qualifications

Minimum 9 years of related experience in clinical counselling.

3 years managerial experience.

3 years managerial experience strongly preferred.

Ph.D. in Counselling Psychology or a related field.

Eligible for certification as a Registered Psychologist in BC.

Eligible for registration as a psychologist in British Columbia.

Canadian Psychological Association accredited doctoral program and internship or equivalent preferred.

Supervised doctoral internship completed.

University or college counselling experience preferred.

Experience in coordination of services in clinical setting.

Training and experience in clinical supervision preferred.

Appropriate course-work and training in individual and group counselling; career development, personality and career testing; measurement theory; adolescent and adult development; learning theory; cross-cultural counselling and diversity; personality theory and diagnosis and treatment of psychopathology.

Commitment to serving the needs of a broadly diverse student population; Demonstrated ability to provide services that are responsive and sensitive to the needs of specific student populations including aboriginal students, international students, and graduate students.

Demonstrated knowledge of student development theory and experience in program development, consultation and outreach. Possession of personal attributes that facilitate teamwork and the development of effective working relationships with a wide range of students, faculty, and staff.

Expertise and experience in treatment of a wide range of post-secondary student concerns including substance use, stress, depression, anxiety, cross-cultural practices, relationship difficulties, career/life planning and transition issues and trauma preferred Strong interpersonal, supervisory, organizational, leadership, management, public speaking, and communication skills. Bi-lingual or multi-lingual an asset.

How to Apply

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

Posting End date: 11:59pm on May 10, 2022