

**JOB TITLE:** Director, Wellness Services – Lead Counselor

**DEPARTMENT:** Wellness Services

**LOCATION:** Union Campus

**REPORTS TO:** Vice President, Student Development

**FLSA:** Exempt

**LEVEL:** 206

**DATE:** 07/01/2024

**POSITION SUMMARY:** Provides leadership and support for comprehensive wellness initiatives. Provide short-term counseling, referrals, and crisis intervention for students who are having personal concerns. In addition, this position is responsible for supervising Access (students with disabilities) caseload, supervising Social Services supports, and serve as leading member of Behavioral Intervention Team (BIT).

**EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS:** *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Master's Degree in Counseling or Social Work and the appropriate certification or licensure (LPC or LCSW) is required. 5 years related professional experience preferred.

**ESSENTIAL TASKS:** *Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor.*

- Develop, direct, and oversee clinical mental health services in close collaboration with all campus locations.
- Serve as the lead counselor and provide counseling/crisis intervention for students with personal concerns.
- Maintain records and documentation for students with BIT interventions and counseling.
- Respond appropriately to student crisis interventions.
- Serve as a member of the Student Development leadership team to develop and execute change management and process redesign initiatives that will lead to operational efficiencies.
- Create and foster a team environment where staff members are encouraged to develop and grow by being given opportunities for training, event coordination, project management, data analysis, or other areas of expertise.
- Plan, lead, and provide guidance on human resource activities, such as hiring, performance evaluations, disciplinary actions, and other staff-related concerns.
- Supervise the oversight of the provision of accommodations to the main campus and online student populations in accordance with the American with Disabilities Act and Section 504.
- Supervising the oversight of testing which requires Access supports.
- Leads in the development and maintenance of comprehensive manuals that outline policies and procedures related to departmental operations.
- Leads the assessment efforts related to effectively addressing mental health needs of students, and maintain standards set within the American Counseling Association and applicable Missouri statutes.
- Review, leverage, and interpret data to meet established standards in service levels, staff productivity, and quality assurance.
- Facilitate a yearly student voice collection strategy and use result implement an improvement to department practice.
- Develop and manage the department budget, approving all expenditures.
- Manage Behavior Intervention Team – run weekly meetings, hold semesterly meetings, plan interventions based on BIT insights, and communicate with faculty and staff about BIT themes.
- Hold monthly meetings with Rolla Counseling staff to discuss ongoing needs, best practices, and continuity of approach.
- Present yearly to the Academic Areas during In-Service, New Faculty Orientation, Adjunct Training, and Departmental meetings on how to identify, assist, and refer students to the clinical or crisis services provided.
- Meeting with each Academic Division twice a year to discuss current trends seen by faculty about their students.
- Plan monthly educational efforts for different mental health areas during the Fall and Spring semesters.
- Serve on various college committees as needed.
- Serve as a backup to other Wellness Services staff as, if needed.
- Support student facing events, virtual and/or onsite including but not limited to new student orientation, campus life and leadership events, and admissions open house and recruitment events as needed.
- Travel to satellite sites to provide services as needed.
- Serve as our institutional contact for our current virtual care provider and outside agencies regarding insights on how to better serve students with their resources.

- Maintain connections with outside agencies that can provide additional wellness services for students.
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, diversity, empowerment, service, learning and collaboration.
- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty and the general public.
- Ensure that all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA).
- Perform assigned responsibilities, duties, and tasks according to established practices, procedures, and standards in a safe and efficient manner, with minimal supervision.

**KNOWLEDGE, SKILLS, and ABILITIES:** Knowledge of crisis intervention services. Knowledge of college policies and procedures. Knowledge of information technology including computer and fax machine. Knowledge of Adaptive technology for students with disabilities. Maintain objective documentation on students (counseling related, disability and BIT related). Well developed counseling skills. Ability to interact effectively with diverse student populations and a wide variety of co-workers. Ability to manage interpersonal conflict. Ability to manage crisis situations. Availability to work or meet in the evenings and/or on weekends.

**LEADERSHIP and COMMUNICATION SKILLS:** Follow complex technical instructions, solve technical problems, or disseminate information regarding policies and procedures; may compose unique reports or analysis; and/or provide extensive customer service to internal or external customers. Communicate information to guide or assist people; may give instructions or assignments to helpers or assistants.

**DECISION-MAKING and ANALYTICAL SKILLS:** Requires frequent decision making affecting co-workers or the general public; may be responsible for providing information to those who depend on a service or product. Perform entry-level professional work including basic data analysis and synthesis, or report on operations and activities of an organization; and/or perform quality assurance and compliance activities.

**EQUIPMENT AND SOFTWARE:** Utilize current College and/or department information technology including but not limited to, Microsoft Office, Outlook, Datatel, ImageNow, etc.; office machines such as telephones, fax machines, or copiers.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:** *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

**Environment:** Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor. The employee may be required to work or meet in the evenings and/or on weekends. The employee may be required to travel locally to participate in meetings, conferences, and other activities related to the operations of the colleges.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to lift, carry, push, and/or pull up to 10 lbs; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**POSITIONS SUPERVISED:** Access – Counselor, Wellness Navigator

**SIGNATURES:** *This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to the job.*

I have read and reviewed the above job description with my immediate supervisor. This job description has been designed to indicate the general nature and level of work performed. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required for the job.

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Employee Signature/Date

**NOTICE OF NON-DISCRIMINATION:** *East Central College does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, age, disability, genetic information or veteran status. Inquiries related to employment practices may be directed to Human Resources Director at 636-584-6710. East Central College is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to individuals with disabilities.*