



TEXAS WOMAN'S
UNIVERSITY™

DATE ISSUED: 12/16

FLSA: Exempt

PTO: VCS

JOB DESCRIPTION

TITLE

Director
Texas Woman's University, Counseling and Psychological Services: Denton/Dallas/Houston

JOB SUMMARY

This position performs highly advanced (senior-level) management of the university's mental health clinic by providing direction and guidance in strategic operations and planning to ensure the most effective services are provided to a culturally diverse student population. Also provides institutional leadership in psychological services, assessment, crisis intervention, and student mental health initiatives. Work is performed under minimal supervision and performance is based on the effective operation of the administrative function. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Associate VP of Student Enrichment, Health and Support

Supervises: Associate Director/Director of Training, Assistant Directors, Licensed and Staff Psychologists, Contract Masters Level Clinicians, Psychology Interns, Practicum Students, and Clerical Staff

ESSENTIAL DUTIES - May include, but not limited to the following:

- Provides leadership for day-to-day Counseling Center operations including overseeing provision of all clinical services (individual/couples/group therapy; triage intake assessment; crisis intervention), campus wide mental health outreach programming, crisis intervention and all other administrative functions.
- Responsible for unit goal setting, program evaluation, and assessment.
- Plans, develops, implements, coordinates, monitors, and evaluates policies. This includes the preparation, monitoring and revision of the Counseling and Psychological Services Strategic Plan as well as policies related to the practice of psychology.

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- Ensures the Counseling and Psychological Services Strategic Plan supports the mission of Student Life and the University as a whole, particularly as related to issues of Health and Wellness.
- Develops and reviews guidelines, procedures, rules, and regulations; monitors compliance, including CE for staff (as required based on position title), and compliance with state and federal laws as well as national ethical standards.
- Plans, develops, and approves schedules, priorities, and standards for achieving goals; ensures adequate clinical coverage to efficiently meet the demand for services.
- Develops and implements techniques for evaluating program activities including evaluation and assessment of all clinical activities and training programs.
- Provides direction, guidance, and assistance in program area(s) to staff under charge as well as ongoing, direct feedback regarding performance.
- Creates, maintains, and reviews budgets to ensure optimal use of financial resources; consults with Student Life Budget Manager as necessary.
- Provides clinical supervision to at least one psychology intern each semester while also supervising the training Director and Practicum Coordinator in their supervision of 7 trainees.
- Serves as liaison between Counseling Center and Student Life Division departments, including but not limited to SHS, CARE, Civility Office, DIO, and Housing.
- Participates in Student Life Division activities including membership on Behavioral Assessment Team; serves on other university committees as assigned.
- Plans develops, and reviews Counseling Center diversity related programming to promote diversity to the university community and support existing University programs to create an inclusive environment for all individuals.
- Provides direct consultation and supervision for complex crisis intervention appointments assisting clinicians with assessment of need for hospitalization both voluntary and involuntary.
- Coordinates establishment of all contract arrangements for psychiatric services utilized by Counseling Center and Student Health Services. Oversees billing/payment issues related to this service.
- Serves as main point of contact for contract psychiatric provider including frequent consultation regarding effectiveness of service provision.
- Serves as Lead Consultant for TWU campus community regarding mental health emergency situations.
- Responsible for recruiting and hiring a diverse staff consisting of professional, administrative, and student personnel.
- Represents the Counseling Center at relevant business meetings, hearings, trials, legislative sessions, conferences, and seminars or on boards, panels, and committees.
- Serves as a primary clinical supervisor for unlicensed staff members.
- Leads Case Review/Case Consultation meeting to review clinically related issues in order to maintain uniformity in application of policies and standards and ensure all psychological practice meets the highest ethical standards.
- Provides direct psychological service including individual, couples, and group therapy; conducts intake assessments including formulating diagnosis and treatment plans; provides crisis intervention services including serving as chief consultant for all walk in and after hour's emergency situations.

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- Provides mental health outreach programming to TWU campus community.
- Maintains close working relationship with all community agencies that offer related services to secure cooperation on individual cases.
- Manages and oversees safety, security, and confidentiality precautions of the work performance of all employees.
- Works closely with TWU Department of Public Safety during crisis situations including management of difficult client situations and voluntary and involuntary hospitalizations.
- Works closely with Student Health Services to coordinate services related to psychological and medical care.
- Works closely with IT to ensure adequate technology resources for Counseling Center operation, record keeping, and data management including confidential information.
- Participates in various agency, division, and university committees.
- Continues to maintain professional competencies through participation in professional organizations and through attendance at relevant conferences and workshops.
- Adheres to workplace safety policies and guidelines.
- Responsible for establishing job standards for staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ADDITIONAL DUTIES

- Performs special projects as assigned by the Associate Vice President of Student Enrichment, Health and Support.
- Performs other duties as assigned.

EDUCATION

Ph.D. in Counseling or Clinical Psychology or a related field of study. Licensure as a Psychologist in the State of Texas.

EXPERIENCE

Five years of post-doctoral work experience in a clinical setting, preferably a university counseling center. Varied breadth and depth of therapy service delivery with diverse student populations as well as clinical supervision experience with psychologists in training. Extensive crisis intervention experience. Proven leadership skills and demonstrated ability to manage the complex administrative aspects of a mental health agency. Extensive supervisory, management, and administrative experience.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - *The following are essential:*

- Comprehensive knowledge of general Counseling Center policies and procedures including all relevant state/federal laws and professional ethics.
- Extensive knowledge of best practices related to psychotherapy (individuals, couples, and group).
- Extensive knowledge of crisis intervention best practices.
- Extensive knowledge of clinical supervision best practices.
- Extensive knowledge of women's and multicultural issues as they relate to the field of psychology.
- Strong written and oral communications skills.
- Strong public speaking skills.
- Strong interpersonal skills.
- Strong leadership skills to organize, motivate, and support staff; coordinate operations, and manage multiple activities.
- Ability to create and maintain a budget as well as apply budgetary and fiscal planning techniques within financial constraints.
- Ability to plan, direct, and evaluate a complex operation, using human resources, time, funds, and other resources for the accomplishment of long-term and short-term goals of the institution.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to provide administrative guidance within subordinate's area of responsibility, providing direct training, supervision and feedback as needed.
- Ability to organize work effectively, conceptualize and prioritize objectives, and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.
- Ability to respond to emergency situations in a timely and competent manner.
- Ability to handle recurring peaks (generally October-November and April-March) in clinical service utilization. These peak times include increased clinical caseload, crisis intervention, and training/supervision responsibilities which require increased stamina.
- Ability to use a personal computer and other office equipment, including university software and email.

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel. On-call crisis counseling may require disturbed sleep and variable additional work hours.

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WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Employee Printed Name: _____

Texas Woman’s University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman’s University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran’s status, or against qualified disabled persons.

All positions at Texas Woman’s University are deemed security sensitive requiring background checks.