

**QUEEN'S UNIVERSITY SUPPORT STAFF
POSITION SUMMARY**

DEPARTMENT: Health, Counselling & Disability Services

POSITION NUMBER: 00500817

POSITION TITLE: Senior Counsellor **GRADE:** 9

JOB SUMMARY:

Reporting to the Director, Health, Counselling and Disability Services, the Senior Counsellor will be engaged in a range of activities which support the administration and operation of the Counselling Service. In collaboration with the Director, the Senior Counsellor ensures the quality of services provided to students and promotes a professional, positive and supportive working environment. The Senior Counsellor is also responsible for providing individual, crisis and short-term personal counselling to students at Queen's University who are experiencing personal or academic difficulties.

DUTIES AND RESPONSIBILITIES:

Assist the Director in a range of tasks which relate to the administration of the department including:

- Participate in human resource planning (e.g. developing Position Descriptions, screening applications and interviewing). *(n.b. Final decisions regarding hiring, firing etc. would still remain with the Director)*
- Provide advice and support regarding the administration of the department, including budgeting and planning. *(n.b. Final decisions in these areas would still remain with the Director)*
- Provide consultation on clinical and administrative matters to other members of staff in the Counselling Service.
- Take the lead on some project work that involves changes in policy or direction for the Counselling Service. Examples would include:
 - Development of a process for measuring user satisfaction
 - Development of processes for providing short-term academic accommodations for students
 - Organize an effective statistical reporting system for the Counselling Service
- Chair staff meetings in the Director's absence.
- Engage in special projects in the Student Affairs area (e.g. a transition skills program for incoming students).

- Assist in the long-term planning and visioning necessary for the continued dynamism and vitality of the Counselling Service and Disability Services. This may include establishing links internally (with academic or Student Affairs units) and externally with other universities, researching and pursuing alternative sources of funding for specific programs.
- Provide expertise to the Director on department-wide issues or concerns. Provide input for the Director regarding plans and strategies for the Counselling Service and Disability Services as these relate to departmental and Student Affairs priorities. Act on behalf of the Director as circumstances necessitate. Provide consultation as needed within the Student Affairs area or elsewhere in the university regarding broad student-related issues or specific situations of concern.

Provide a range of clinical/counselling services to students including:

- Help students develop skills in areas such as interpersonal relationships, stress-reduction, developmental concerns, management of emotions, etc.
- Assist students experiencing academic difficulties to explore expectations, study and time management habits and career, academic and program selection.
- Maintain up-to-date documentation of client contacts consistent with the policies of Health, Counselling and Disability Services and with professional standards.
- Based on the initial assessment, refer clients to other sources of assistance where appropriate within Queen's or in the community (e.g., medical, psychiatric, counselling, financial, academic, etc.)

REQUIRED BACKGROUND:

- Minimum of Master's level education in Psychology, Social Work or Counselling with several years of relevant practice experience.
- Demonstrated strong human relations skills, and some formal training in the area of management in a service context.
- Demonstrated and thorough understanding of the life experiences and learning needs of university students.
- Demonstrated understanding of diversity issues in the context of a university setting.

SPECIAL SKILLS:

- A passion for developing and sustaining an effective, professional team dedicated to a culture of innovation and cooperation and support and to the highest possible standards in the delivery of services to students.
- Demonstrated skills in and comfort with autonomous decision-making.
- Creativity and sense of vision, with a strong commitment to development and change and an ability to develop and maintain high levels of motivation in co-workers.
- Superb oral and written communication skills, including assertion and tact.
- A high level of comfort in communicating with external stakeholders, including parents.
- Excellent presentation skills and an enthusiasm for presenting information.

- Ability to work independently, and to respond effectively and professionally to difficulties, knowing when to consult with others.
- Strong interpersonal and communication skills (written and oral), an understanding of the dynamics of human relations and the ability to communicate effectively with students.

DECISION MAKING:

- Decisions with regard to process/policy/practice changes to recommend to the Director.
- Ability to distinguish between circumstances in which decisions can be made independently and those where consultation is needed.
- Decisions with regard to which strategic initiatives should be recommended to the Director.
- Research and recommend possible external funding opportunities; develop, prepare and submit proposals for funding.
- Determine best type of counselling required and/or refer to appropriate resource.
- Decisions regarding correspondence and recommendations to appropriate university bodies with respect to individual students.

SUPERVISORY RESPONSIBILITIES:

Do you have any supervisory responsibilities?

Yes

No X

SIGNATURES:

Incumbent

Supervisor

Date

Department Head