**P7: Level Standards**

**GENERAL ROLE**

This level is accountable for serving in an expert resource capacity in an area of specialization. Positions at this level are not reflective of the majority of the workforce, but instead the most complex functions within an area of specialization.

Incumbents:

* Serve in a subject leader and consultative capacity within an area of expertise.
* Provide analytical, technical, and advisory support to leaders and decisions makers within the same disciplinary track.
* Lead projects or initiatives within the specific area of expertise, to include leading vendors or cross-functional departments or teams.
* Research and apply better ways to effectively achieve end results by, for example, arranging/rearranging the way work is performed, changing elements of processes, and adding or deleting new or unnecessary capabilities/functionalities as needed.
* Set project objectives, immediate- and/or long-term, as a means to fulfill project initiatives.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under general direction.
* Seeks assistance only when unique situations arise, coupled with financial impact to the division and political consequence.

*🡪 Context of Decisions*

* Work is focused on and regulated by specific department/division goals and milestones.

*🡪 Job Controls*

* Act based on own judgement as long as actions adhere to division policies and operating procedures, and remain focused on the department and division objectives and missions.
* Subject to managerial controls through conferences, review of reports, and occasional on-site visits or check-ins.
* Managerial controls are exercised on the incumbent for matters of intermediate- and long-range planning, budgetary, and human resources based matters.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Problems are unique and unexpected.
* Challenges for problems arise due to lack of precedent.

*🡪 Course of Resolution*

* Problems require response/adaptation to changing conditions or circumstances, necessitating enterprise and new approaches with broad impacting effects.
* Problem resolution should regularly require collaboration and coordination with units internal to the division, with occasional collaboration and coordination outside the division.

*🡪 Measure of Creativity*

* Incumbents are regularly required to develop new methods/methodology for evaluation and implementation plans for new initiatives.

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Deliver statements and information in a combined persuasive and motivational fashion to subordinate staff, departmental and University administrators, and the campus community as a whole.

**SCOPE AND MEASURABLE EFFECT**

* Serve as an expert on specific subject matter evidenced by regularly researching and producing reports (e.g., white papers) on technical matters of systematic importance and consulting with managers throughout the division/University on specific issues in the position’s area of expertise.
* Actions regularly affect a departmental outcome with division-wide impact.
* Actions have a direct impact on controlling such things as project scope, team size and nature of assignments, operating budget, etc.
* Actions may have high-risk financial, compliance, political, or safety implications.
* Performance results tend to be related to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

**Job Template**

**GENERAL SUMMARY**

Provides clinical leadership for staff and faculty working with student populations, clinical and diagnostic assessment, psychotherapy, emergency care, consultation and educational outreach to the University community regarding best practices for managing mental health and wellness concerns for student populations.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under direction of a manager. Serves as the first full level of supervision over the day-to-day operations of a group of employees.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

* Implements an overall clinical services program. Provides oversight for these services, ensuring adherence to policies and procedures.
* Supervises and trains staff and graduate students in the delivery of their clinical duties.
* Carries a clinical caseload providing psychotherapy to individuals, couples, and groups. Consults with other professionals as necessary; diagnoses, assesses, and treats emotional and functional disorders through psychotherapy.
* Assists Clinical Coordinator and Clinical Services Team with developing and maintaining policies and procedures to govern clinical services, ensuring adherence to best clinical practices, applicable state and federal statutes, local health and safety laws and regulations, student affairs risk management policies, and professional codes of ethics.
* Communicates with appropriate university administrators and various mental health and medical professionals regarding clinical services and/or patient care.
* Participates in meetings with leadership teams to establish and discuss clinical priorities, staffing and supervision issues, mission, vision, and strategic planning.
* Reports on the ongoing clinical services program and may utilize data to analyze and identify risks, trends, and gaps in service delivery. Prepares timely narrative and statistical reports that summarize the volume, scope, and nature of services provided to the University student population.
* Serves on committees representing the interest of mental health services for students.
* Provides professional consultation and outreach education to the University community.
* Monitors, evaluates, and keeps informed of best-practice standards being observant of pertinent regulations, laws, publications, and information.
* As scheduled, provides 24-hour emergency on call service and crisis intervention counseling for students who have psychiatric emergencies.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Master’s degree in Social Work, Counseling, Marriage and Family Therapy or related field.
* Six years post-graduate work experience, including substantial experience providing psychotherapeutic and student athlete counseling.
* Must be CISW and obtain Connecticut LCSW within one year of hire.

**COMPETENCIES**

**Knowledge of:**

* The practice of psychology and mental health care
* Best practices and models of care, prevention, and intervention designed to address mental health concerns of student athletes
* Legal and ethical standards at a local, state and federal level of the practice of mental health care
* Principles and practices of employee supervision
* Microsoft Office and related software applications

**Skill in:**

* Crisis response
* Planning and organization
* Understanding students and fostering student success
* Developing and maintaining effective and appropriate working relationships
* Critical thinking, problem solving and analysis

**Ability to:**

* Direct and coordinate mental health care of college students
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Evidence of ability to understand, analyze, and apply multi-layered regulations (e.g. Title IX, NCAA, AAC, Hockey East, Big East, etc.)
* Integrate and apply research and professional literature to the care and treatment of students
* Maintain the confidentiality of information and professional boundaries
* Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management