

## Professional Job Position Description

### Section I: Position Information

Effective Date	2021-06-15	<input type="checkbox"/> Update Only	Classification Review
Position Title	Student Wellness Support Specialist		
Position Number	998623		
Classification Level	B		
Position Affiliation	<input type="checkbox"/> AUFA <input checked="" type="checkbox"/> Excluded		
Department	Learner Support Services		
Reports To	Director, Learner Support Services (999982)		

#### Position Summary

Briefly describe the main purpose(s) of the position.

The student Wellness Support Specialist works collaboratively with colleagues within Learner Support Services, and across AU to provide support to students seeking support with well-being and mental health. This includes students who self-refer and students who have been referred by members of the university community.

This position provides first line mental health consultation and support to students and assesses students presenting with mental health and wellness issues to ensure appropriate referral pathways to relevant internal and external resources. Ongoing case management support for students may also be required.

The incumbent will serve as a consultant for staff and faculty who are concerned about students, or who need advice on how to best support students. Examples would include students who are transitioning to university, experiencing cultural transition issues, are isolated within their own communities, and those who may be displaying at-risk behaviour.

This position requires currency in student service research and practice as well as experience with wellbeing, mental health issues, and risk intervention models.

#### Duties and Responsibilities

Organize by key responsibility area and include % of time spent where possible.

##### **Student Services 65%**

Demonstrate a high standard of performance in provision of a welcoming first point of contact for students in the pursuit of mental health and wellness support.

Share a responsibility in student engagement and service with the aim of providing support to all students and staff who contact the Learner Support Services team. Contribute to a warm, supportive, and non-judgmental atmosphere for students, prospective students, alumni, and staff.

Provide mental health triage and assessment function to assess the needs and level of risk of students with the intent of providing appropriate service/referral and reducing barriers to counseling.

Assess the emergent nature of intakes and prioritize appointments accordingly.

Ensure appropriate application of relevant policies, procedures, and protocols.

Meet with students referred by the campus community for wellness support.

Connect students to internal and external resources.

Work collaboratively with other members of the Learner Support Services team.

Maintain client files according to process and ensures files are retained and updated in a timely, secure, thorough, and ethical manner.

Ensure proactive and consistent response to the student population.

Provide leadership by consulting when students are at risk and engaging with the university community on an ongoing basis thereby promoting student retention and success.

Support students with complex accommodation needs, particularly where behaviours can be challenging, to persist and succeed within AU.

#### **Administration 25%**

Collect intake and case management reporting data.

Document intake and case management interactions within client files.

Follow-up with AU community members regarding referral outcomes.

#### **Program Support and Outreach 10%**

Support broad consultation with students and communities regarding wellness programs and delivery.

Support currency in intercultural and diversity issues in all wellness programming.

Recommend programs and training regarding working with and supporting at risk student behaviour.

Promote education/mental health awareness and literacy to support the broader university community in supporting learners.

Promote existing mental health and wellness resources to the broader university community in support of learner success.

Participate in new Athabasca University projects and initiatives related to mental health and wellness as required.

Follow-up with students referred to online resources to determine referral success and/or additional service needs.

Schedule meetings with university stakeholders as needed.

### **Other**

Other duties as assigned by the Mental Health Coordinator or Department Director.

### Occupational Health and Safety

#### Employees:

Responsible to participate in the AU OHS Program as required.

#### Supervisors:

Responsible for awareness of one's OHS Responsibilities as an AU employee and supervisor, for participating in the AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

### Classification Factors

#### Communication

Proactive communication and encouraging members of the campus community to work together to address emerging concerns as early as possible, welcome all student communities and proactively resolve matters of significant concern.

Extensive and comprehensive contact by telephone, email, mail or fax with students and prospective students

Significant contact (telephone, email, mail) with department heads, academic, professional, support and tutor staff from various departments with respect to policies, procedures, and systems.

Must liaise with vendors who deliver elements of mental health and wellness programs and services.

Participate in initiatives to network with and contact relevant associations and organizations to promote mental health and wellness and AU's student wellness program.

Given the nature of responsibility and the subject matter, the incumbent must always maintain the utmost sensitivity and confidentiality.

This position works with ever changing student needs and must be able to ethically assess complex risk for both the individual student and the broader campus community.

Poor communication could have a significant and detrimental impact on current and prospective students, alumni, and other members of the University community.

## Supervision

The incumbent does not directly supervise employees; however, he/she may be involved in discussions with colleagues that may result in providing advice and direction.

## Impact of Service or Product

Actions taken by the incumbent have a direct and significant impact on the quality of experience for both staff and students.

Errors and poor decisions would have a significant, serious negative impact on the student and the institution.

## Independence of Action

Variable situations requiring analytical, interpretive, evaluative, or constructive thinking.

Unusual degree of uncertainty and variable conditions and circumstance with rapidly changing procedures, situations, and developments with respect to knowledge required.

Initiative is required in accessing information and providing recommendations or feedback regarding student mental health and wellness and student service-related issues.

Manages own time to effectively accomplish tasks and to ensure deadlines are met.

Able to recognize and set own priorities.

Exercise sound judgement and decision making following outlined procedures and guidelines.

Ensures that immediate supervisor is informed of activities and progress of work.

Completes ongoing training and learning to keep up to date with changes to technology.

Ensures that work assigned is completed in accordance with all departmental and university policies and procedures.

## Complexity

Support and promote interactions that are inclusive and respectful. Providing mental health outreach and support to students and vulnerable student communities to ensure these students have the support required to achieve their identified goals.

Ensure support and resolution for or referral of student issues as they related to their AU studies. Act as liaison between students and AU departments.

Balance and promotion of an engaged and healthy community. The Student Wellness Support Specialist position advocates for the wellness of students, strengthening positive and healthy connections between students and the campus community.

The Student Wellness Support Specialist position requires a high level of independent judgment and initiative, in addition to tact, diplomacy and ethical decision making in dealing with students, staff members and external agencies.

There is a high volume of work, multiple (and sometimes competing) demands and priorities, diverse stakeholder requests and complex and severe presenting needs.

The ability to work in a team environment is essential as well as the ability to interact with others in a courteous, patient, and helpful manner.

This position works with ever changing student needs and must be able to ethically assess complex risk for both the individual student and the broader campus community. If the risk is assessed as medium to high, the Student Support Specialist must engage internal and external resources in short order to ensure a timely and coordinated intervention.

The Student Support Specialist operates with a strong understanding of the impact of error and the ability to manage high stress factors due to the complexity of issues.

### Planning

The incumbent will be expected to contribute to planning for Learner Support Services and the Mental Health and Wellness portfolio and will have delegated authority to implement services as determined by the Mental Health Coordinator and the Director of Learner Support Services

### Signatures for Section I

Incumbent Signature		Date Select a date.
Supervisor Signature		Date Select a date.

## Section II: Qualifications

### Qualifications

Includes education, experience, skills, abilities and any other special qualifications required. The qualifications relate to the position not the incumbent.

Bachelor's degree in social work, psychology, health promotion, public health or nursing.

Maintenance or professional registration is required (RSW, RN, RPN, etc.)

Minimum 3 years' experience within mental health.

Experience with crisis intervention, suicide intervention training and at-risk behaviours.

Self-motivated and self-directed with minimal need for direct supervision

Strong leadership and organizational skills

Demonstrated strong regard for issues of confidentiality and dealing with highly sensitive materials.

Proven ability and commitment to work effectively with multiple departments and people in sensitive and complex situations.

Effective communication skills and the ability to model these skills to students and staff.

One or more years' experience in a post-secondary setting required.

Familiarity and competence with appropriate technologies

Demonstrated understanding of the cultural knowledge and perspective required to connect with students from diverse communities.

\*Equivalent combination of education and experience may be considered

Signatures for Sections I and II

Department Head Signature		Date Select a date.
Executive Officer Signature		Date Select a date.
Human Resources Review		Date Select a date.