

UNIVERSITY OF SOUTHERN CALIFORNIA

Wellness Program Director

Job Code: 187237

OT Eligible: No

Comp Approval: 4/1/2020

JOB SUMMARY:

Directs the development, coordination, implementation, and evaluation of a school or department's mental health and wellness education and initiatives. Acts as a subject matter expert concerning mental health and wellness, positive psychology, and harm reduction, identifying campus issues and trends, and providing expert assessments, consultations, and advice. Plans, organizes, and promotes workshops, trainings, and educational programs for faculty, staff, and students to recognize and assist distress persons get and necessary help and care. Delivers awareness of crisis intervention and support management to university constituents that may be experiencing a myriad of challenges and/or crises. Oversees logistics of a school or department's wellness programs, preparing and updating resource materials related to wellness. Maintains knowledge and awareness of current best practices in the mental health field.

JOB ACCOUNTABILITIES:

***E/M/NA % TIME**

_____	_____	Directs the development, coordination, implementation, and evaluation of a school or department's mental health and wellness education and initiatives. Determines appropriate processes, policies, procedures, projects, and initiatives aimed at improving university wellbeing, modifying existing wellness services and/or creating new program offerings. Establishes standard operating procedures and guidelines, and manages delivery of services to wellness program participants and/or beneficiaries.
_____	_____	Acts as a subject matter expert for university constituents concerning mental health and wellness, positive psychology, and harm reduction. Identifies campus issues and trends, and provides thorough assessments, timely consultations, and expert advice. Partners with divisions to form wellness teams, developing and engaging strategic plans to enhance the wellbeing of faculty, staff, and students.
_____	_____	Plans, organizes, implements, evaluates, and promotes workshops, trainings, and educational programs for faculty, staff, and students to assist in the recognition of others in distress and in need of help, and making appropriate referrals, as needed. Provides leadership and guidance to staff, student workers, and volunteers, setting communicating priorities and performance standards. Obtains university feedback, assesses operations, conducts and delivers quality assurance reviews, and addresses areas in need of attention. Maintains and provides necessary analyses, projections and reports, as requested.
_____	_____	Leads marketing and outreach efforts, taking any and all appropriate measures to increase the likelihood of distressed persons to get support and professional care. Delivers awareness of crisis intervention and support management to university constituents that may be experiencing a myriad of challenges and/or crises. Identifies campus incidents, issues, and trends, and coordinates and/or collaborates on the creation and delivery of appropriate trainings and workshops.

- _____ _____ Develops and manages varied wellness initiatives, policies, procedures, data, information systems and resources to increase awareness. Learns and applies emerging technologies, and ensures confidentiality of information. Oversees and approves resource materials related to wellness, including the university's Virtual Wellness Assistant software, mobile apps, campus training guides, and other online tools.
- _____ _____ Oversees logistics of a school/department's wellness programs, maintaining required documentation and an awareness of best practices in the field of mental health. Manages data collection, evaluations, and analysis for health leave and wellness interventions, policies, procedures, and practices. Oversees required and recommended database of interventions, meetings, and follow-up actions. Manages various contacts with faculty, staff, students and family members who are concerned about a member of the campus community related to health leaves.
- _____ _____ Maintains awareness and knowledge of current best practices in the mental health field. Interprets changes to applicable laws, rules, regulations, policies, procedures, and technologies that may affect operations. Ensures staff, program participants, university senior leadership, and other relevant stakeholders are informed of changes in a timely manner. Attends professional meetings, seminars, and conferences, and/or contributes to journals or publications, maintaining program visibility and an appropriate network of contacts.
- Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

***Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.**

EMERGENCY RESPONSE/RECOVERY:

Essential: ☐ No

☐ Yes In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:

Master's degree

Combined experience/education as substitute for minimum education

Minimum Experience:

7 years

Minimum Field of Expertise:

Demonstrated experience in the disciplines of wellness, wellbeing, positive psychology, thriving and flourishing, and harm reduction, and with prevention and intervention strategies. Experience in consultation and outreach with diverse populations. Demonstrated proficiency with local, state, and federal laws and regulations related to providing health services, including HIPPA. Experience in academic and/or higher education development, collaborating with prominent faculty, and working understanding of university units, policies, protocols, documentation and databases. Outstanding written and oral communication

skills, and proven ability to communicate in a clear, consistent, transparent manner to counsel individuals, foster understanding, and create shared goals. Experience with emergency management and/or behavioral/healthcare intervention activities. Exemplary interpersonal and emotional intelligence, developing relationships with all types of students, staff and alumni, and being particularly sensitive to diverse groups. Demonstrated success in recruiting, retaining, and building diverse teams. Experience applying policies and procedures, writing legal and technical documents, and at assembling, organizing, and conceptualizing numerical data in spreadsheets, databases, reports, and presentations. Demonstrated experience developing communication plans, instructional materials and related content, and with conducting in-person meetings. Lead/guidance skills, with the ability to manage, balance and prioritize different tasks and projects for various projects. Strong analytical and critical thinking skills. Knowledge of risk management and liability issues affecting higher education.

Preferred Education:

Doctorate

Preferred Experience:

10 years

Preferred Field of Expertise:

Current, professional Master Certified Health Education Specialist (MCHES) or Certified in Public Health (CPH) credentials. Demonstrated experience with social media platforms. Organization skills and experience administering a comprehensive health program to meet the needs of a diverse community. Proven ability to manage multi-platform communications and marketing plans involving publications, videos, websites, social media, and public speeches and presentations. Experience managing financial resources and overseeing budgetary planning. Knowledge of human resources processes, with experience in mediation, negotiation, staff development, and teaching/training staff.

Supervises: Level:

May oversee staff, students, volunteers, agencies and/or resource employees.

Supervises employees and/or student workers.

Comments:

May require travel and working evenings and/or weekends, based on business necessity. This position is designated as a Campus Security Authority (CSA) under the Clery Act and must comply with the requirements of said designation.

SIGNATURES:

Employee: _____ Date: _____

Supervisor: _____ Date: _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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