



Connecticut State
Colleges & Universities

Connecticut State Community College
Job Description
Director of Wellness and Mental Health Services

Salary Level:
CCP 21 (subject to Willis)

Date Approved/Revised:
12/21/21

Position Purpose

Connecticut State Community College offers a broad range of two-year liberal arts degree programs as well as many technical, occupational and career programs. These programs attract traditional students as well as non-traditional students, including those pursuing academic training or degrees following absences from higher education, those intending to increase occupational skills and those entering higher education from other countries. Many of these students require counseling, support, and referrals on a variety of issues that impact their ability to successfully reach their academic and career goals.

The Director of Wellness and Mental Health Services oversees a comprehensive set of programs and services across the twelve campuses designed to support the mental health, wellness, and overall wellbeing of students, with special attention given to the needs of those least able to act as their own advocates. This position develops, manages, and assesses a full range of programs and services, maintains currency with emerging trends and best practices in counseling and student support, and implements innovative practices that increase student retention and completion and eliminates equity gaps that exist between for black, LatinX, and other marginalized students when compared to white students.

The Director of Wellness and Mental Health Services regularly collects, analyzes, and uses data to inform practice, maintains compliance with all local, state, and federal policies and laws, and ensures equitable attainment of outcomes. The Director of Wellness and Mental Health Services establishes, coordinates, and maintains formal and informal partnerships with internal and external stakeholders, oversees and supports wellness programming and direct services to students, and supervises campus-based Wellness Counselors. The Director of Wellness and Mental Health Services utilizes their professional expertise gained through a master's degree in counseling, social work, or marriage and family therapy or doctoral degree in psychology. The Director of Wellness and Mental Health Services must be a Licensed Professional Counselor (LPC), Licensed Clinical Social Worker (LCSW), Licensed Marriage and Family Therapist (LMFT) or PsyD or PhD in Psychology with active licensure in the state of Connecticut and possess direct supervisory experience in wellness and mental/behavioral health.

Supervisory and Other Relationships

The Director of Wellness and Mental Health Services typically works under the direction of an Associate Vice President, Vice President, or another administrator in student affairs or student success management. The position supervises campus-based and/or regional staff members in wellness counseling, mental health, and support services and adheres to clinical supervisory guidelines as defined by professional standards of practice.

The position is required to have extensive cooperative and collaborative relationships with students, faculty, staff and with professionals in peer organizations and professional associations. These relationships may involve a very high degree of sensitive and confidential information. The incumbent is expected to represent the College in a positive manner and to collaborate with academic and student services departments to contribute to retaining students.

Major Accountabilities

The role of Wellness counseling within higher education is to aid in providing a learning environment which supports students as they clarify interests, formulate educational-vocational goals, and explore strategies that promote goal achievement. The Director of Wellness and Mental Health Services is accountable for contributing to the academic, career, personal and social success of the College's students through effective performance in these essential functional areas:

- A. Ensure high-quality wellness counseling services are delivered to students
- B. Development, delivery, and assessment of wellness counseling programming
- C. Coordination of internal and external partnerships to support student wellness, mental health, and holistic needs

Examples of Duties

The following examples of duties and accountabilities illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

- A. Wellness Counseling Services: The Director of Wellness and Mental Health Services is accountable for overseeing and ensuring the efficacy of professional wellness counseling services to community college students that contribute to their successful completion of academic, career, and personal goals. This accountability includes such essential tasks as:
 - 1. Provides direct clinical supervision and strategic support to professional counseling staff.
 - 2. Identifies needs and supports the implementation of technology solutions that promote effective delivery of wellness counseling services.
 - 3. Collects, analyzes, and uses data to inform practice, improve services, and support the equitable attainment of post-secondary credentials.
 - 4. Convenes wellness counseling staff to review and analyze data, identify trends, and recommend modifications to practices and protocols that improve student-centered practice.
 - 5. Supports the AVP and VP of Enrollment Management in the development of recommendations, strategies and policies related to wellness and mental health services for the College.
 - 6. Advises campus wellness counselors in the establishment of a referral process for mental/behavioral health, wellness, and personal support needs.
 - 7. Ensures wellness counselors utilize student intakes and assessments, create measurable plans for success with specific goals based on student's presenting concern, and regularly assesses effectiveness of the student plans.
 - 8. Review documentation practices and ensures wellness counselors appropriately track and document student interactions during counseling sessions utilizing a secure electronic platform.
 - 9. Supports staff in the administration and interpretation of a variety of student assessments to identify student needs, risk factors, and connect them to appropriate resources.
 - 10. Ensures the College and each campus develops student mental health crisis protocols/plans and annually reviews and updates these based on emerging needs and best practices.
 - 11. Updates and maintains student-facing electronic resource guides for community-based organizations and health care providers to allow for self-referral to a variety of holistic, mental health, and wellness support services.
 - 12. Ensures compliance with all federal and state laws, BOR policies, and professional standards of practice.
 - 13. Maintains compliance with confidentiality as it relates to FERPA, HIPPA, Title IV, and licensure/ethical standards of practice.

- B. *Program development and delivery:* The Director of Wellness and Mental Health Services is accountable for overseeing the development, delivery, and assessment of a variety of programming for students, faculty and staff that promote student wellness. This accountability includes such essential tasks as:
1. Supports campus wellness counselors in the development of programming to support student physical, social, and emotional well-being.
 2. Develops a comprehensive set of research-based programs on variety of wellness areas as well as specialized programs for specific student populations such as, black African American, LatinX, immigrant populations, military veterans, prison re-entry, LGBTQA, and first-generation college students.
 3. Supports the planning, facilitation, and assessment of group counseling programs on topics such as healthy relationships, stress management, and coping skills.
 4. Coordinates a variety of programs to support prevention efforts in critical areas such as, suicide awareness, mental health, and domestic violence.
 5. Develops and delivers professional development programming for wellness counseling staff based on emerging needs and core areas of practice.
 6. Develops and delivers ongoing training, workshops, and professional learning opportunities to support faculty and staff to appropriately handle crisis situations and student concerns that interfere with their academic performance.
- C. *Coordination of internal and external partnerships:* The Director of Wellness and Mental Health Services is accountable for developing, maintaining, supporting, and assessing formal and informal partnerships with community-based external stakeholders as well as building and supporting college and campus-based working groups, teams, and committees focused on student wellness and mental health.
1. Develops, expands, and formalizes external partnerships with a variety of community-based wellness and mental health organizations.
 2. Actively pursues external funding opportunities through state and federal agencies, as well as private philanthropy to bolster services in wellness and mental health.
 3. Forges formal partnerships with area hospitals and mental health providers, to coordinate a continuum of care for students who may be receiving services while attending the college.
 4. Ensures strategic internal partnerships are created with student disability/accessibility services to coordinate services and monitor student progress.
 5. Partners with Guided Pathways Advising leadership to develop training modules to support the holistic case management advising policy, identify student risk factors, and appropriately make referrals for service.
 6. Collaborates with academic affairs leadership to establish protocols and procedures that foster collaboration and support student learning.
 7. Supports wellness counselors in the establishment of partnerships with campus police and security to ensure collaborative crisis response protocols and practices are in place.
 8. Provides strategic guidance and support to college and campus administration in wellness related and cross-functional areas such as Behavioral Intervention Teams (BITs) and other cross functional teams.

Professional Participation and Development

In addition to the accountabilities listed above, the position is required to carry out the essential duties of:

- Attendance and participation at convocation and commencement ceremonies;
- Service on assigned committees and task forces;
- Attendance and participation at committee, staff, informational and professional meetings.

These may involve attendance at evening or weekend events, within contractual limitations.

The incumbent is required to maintain currency in the position's required fields of professional expertise and competencies, including, but not limited to, participation in professional organizations. The incumbent is required to maintain complete confidentiality of student records and other information of a confidential nature.

Qualifications

Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and students. They are expected to have excellent oral and written communication skills along with strong Information technology literacy skills such as Microsoft Office (Word, Excel, Outlook, Teams etc.)

Incumbents are required to have demonstrated advanced knowledge and abilities in the following areas:

- Full spectrum of professional counseling theory, techniques, and methods
- Clinical supervision
- Program development and evaluation

These skills and abilities are acquired through a combination of education, experience and training which typically include a Master's degree in counseling, social work, or marriage and family therapy together with from four to seven years of experience in a professional counseling capacity with two to four years in a supervisory capacity; or a doctoral degree in psychology together with from two to five years of experience in a professional counseling capacity with two to four years in a supervisory capacity; or a combination of experience and training which would lead to the competencies required for effective performance of the position's essential duties. Must be a Licensed Professional Counselor (LPC), Licensed Clinical Social Worker (LCSW), Licensed Marriage and Family Therapist (LMFT) or PsyD or PhD in Psychology with active licensure in the state of Connecticut.

Work Environment

Incumbents typically perform their work in offices, conference rooms and lecture facilities. The work does not normally require the exertion of significant physical effort. Reasonable accommodation will be provided for incumbents and candidates with physical limitations.