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# RUTGERS

THE STATE UNIVERSITY  
OF NEW JERSEY

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## Director of Student Health Services

### Position Profile



Prepared by

**Keeling**  **Associates**  
Change for Learning

Rutgers University

**DIRECTOR OF STUDENT HEALTH SERVICES**

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## The Leadership Opportunity

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Rutgers University is pleased to invite applications and nominations for the position of Director of Student Health Services. Student Health Services is a comprehensive primary care operation that serves all Rutgers students including a large and diverse residential population of approximately 41,000 undergraduate and graduate students. This is an exceptional opportunity for a visionary and team-oriented physician leader with a strong record of blended clinical and medical administrative experience who will contribute to campus-wide leadership on public and community health prevention and collaborate with an excellent and committed multidisciplinary clinical team in providing high quality healthcare services to Rutgers students.

The Director will be a key member of the Health and Wellness team, dedicated to offering holistic healthcare with outstanding programs, services, and initiatives that promote the well-being of the student community. The Director will work as a strategic partner with the Assistant Vice Chancellor for Health and Wellness in realizing the vision of a student-centered and deeply integrated approach to health and wellness.



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## About Rutgers-New Brunswick

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Rutgers-New Brunswick, the flagship campus of Rutgers, The State University of New Jersey, is a leading national research university and the state's preeminent, comprehensive public institution of higher education. Ranked among the world's top 60 universities, with more than 41,000 undergraduate and graduate students and 10,000 faculty and staff members, diversity is one of the greatest strengths of the university experience at Rutgers. With one of the largest residence life programs in the nation, Rutgers-



New Brunswick has 16,000 undergraduate and graduate students housed in 145 buildings on five campuses in New Brunswick/Piscataway. Residence Life programs and services strive to build community, support diversity, provide leadership opportunities, respond to individual community issues, and promote academic success. For more information, please visit: [www.rutgers.edu/about](http://www.rutgers.edu/about).

Spanning New Brunswick, Piscataway, and adjacent towns in central New Jersey, Rutgers–New Brunswick is at the epicenter of America’s northeast corridor that runs from Boston to Washington, D.C.—with excellent air, rail, bus, and highway connections to all points. The vibrant city of New Brunswick, with its restaurants, theaters, parks, medical centers, and corporate headquarters, is the geographic midpoint of New Jersey—just 41 miles from New York City and 66 miles from Philadelphia. The Jersey shore, Appalachian mountain trails, and the pristine Pine Barrens biosphere are also only an hour away. Adjacent town, Franklin Township was recently ranked as one of the top 25 places to live in America.

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## The Position Summary

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This position reports to the Assistant Vice Chancellor for Health and Wellness in the Division of Student Affairs. The Director provides confident and trustworthy clinical leadership and manages clinical medical operations for Rutgers Student Health Services. Responsibilities of the position are approximately 50% clinical and 50% administrative and may vary according to needs of the clinics or administrative demands. The Director will collaborate with others across the Division and campus on issues relating to community health and wellness, including public health and emergency/disaster planning. The Director will oversee and manage three health centers (Bush-Livingston, Hurtado, and Cook-Douglass), and will supervise eight direct reports including the Associate Director of Medical Services, five Medical Physicians, a Nurse Supervisor and a Medical Office Lab Coordinator, a total staff of approximately 30 employees and a budget of over \$4.9 million. The department sees approximately 39,000-40,000 visits per year and is accredited by the Accreditation Association for Ambulatory Health Care (AAHC).

## Key Responsibilities

- Provide direct primary care for eligible patients, appropriate to the needs of college students, including diagnosis, treatment, referral for consultation or specialty services, follow-up care, evening urgent care call, and on-call emergency consultation.
- Clinical Medical Services Planning and Delivery: Provide supervision of direct reports who support the day-to-day provision of clinical medical care and services; administer and oversee all medical service functions of the Health Center, including medical policies and procedures, medical staff call, vacation leave requests, meeting schedules, staff training; provide medical consultation and resolve concerns regarding medical care with parents, patients, and clinical staff; work with patient service management and appointment scheduling to ensure smooth and efficient operations to meet the needs of the student population; adjust scope of medical services to meet needs of students; review budget and advise on clinical needs; and suggest methods to enhance efficiency and revenue.
- Clinical Quality Improvement: Provide clinical expertise in support of quality activities and accreditation standards for Student Health Services; develop and implement clinical medical quality initiatives and work closely with the Director of Quality and Compliance to support compliance and overall quality program; and oversight of committees responsible for professional staff credentialing, privileging, peer review, clinical guidelines and oversight of clinical staff training.

This is a full-time, 12-month position. Compensation will be commensurate with qualifications and experience. Rutgers offers an extensive fringe benefits package. Information about the benefits provided to Rutgers employees can be found at: <http://uhr.rutgers.edu/benefits/benefits-overview>.

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## Required Qualifications

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- The position requires the degree of Doctor of Medicine or Doctor of Osteopathy from an accredited medical school;
- Eligibility for or possession of a current unrestricted medical license and DEA registration in the State of New Jersey;
- Board certification in an appropriate primary care field or medical specialty discipline;
- Qualifications needed to successfully complete credentialing and privileging;
- Minimum 7 years of professional clinical experience exclusive of internship and residency in the practice of medicine;
- Minimum 3 years of professional administrative experience in an ambulatory, medical group, healthcare setting;
- Experience and comfort with use of Electronic Health Records (EHRs) and electronic patient management systems;
- Experience working with a diverse population and demonstrated cultural competence; and
- Collaborative leadership skills, excellent clinical judgment and interpersonal skills and a keen sense of the complex and multidimensional needs of students.

## Preferred Qualifications:

- Knowledge of the issues in delivery of healthcare to late adolescents and young adults (experience working with a college age population preferred);
- Working knowledge of public and preventive health principles and practices;
- Experience in overseeing office-based laboratory functions (CLIA waived and microscopy) or the ability to pursue training to acquire such skills; and
- Knowledge of and experience in quality improvement and accreditation activities.

The successful candidate will possess personal qualities that include: (1) Passion for the student population, commitment to improving student health and a keen sense of the diverse needs of student patients. (2) A commitment to patient-centeredness and to improving the health of all students – individually and collectively. (3) Strong interpersonal, communication and human relations skills including excellent verbal and written skills. The Director will be a highly effective communicator who expresses and disseminates relevant, accurate information in a timely manner, encourages open, two-way communication with staff and patients and follows up on issues and questions of staff and patients. The Director will present information clearly and concisely, and will have the ability to build and sustain consensus among staff. (4) Collaborative. The Director will work in partnership with the Assistant Vice Chancellor and others in the Health and Wellness area and Student Affairs. (5) Comfortable working both independently and in a team environment.



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## Application Procedure and Timeline

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Rutgers University has partnered with Keeling and Associates, LLC (K&A) in this search process. Candidates must submit an application (including resume and cover letter) through the Rutgers' job applicant portal: <https://jobs.rutgers.edu/postings/64431>. Only online applications accepted.

A confidential review of applications will begin on May 7 and will be ongoing and continue until the position is filled. Confidential inquiries and nominations should be addressed to Dr. Jan Walbert, Vice President and Senior Consultant for Executive Search, Keeling & Associates, [jwalbert@KeelingAssociates.com](mailto:jwalbert@KeelingAssociates.com).

### Affirmative Action/Equal Employment Opportunity Statement

*It is university policy to provide equal employment opportunity to all its employees and applicants for employment regardless of their race, creed, color, national origin, age, ancestry, nationality, marital or domestic partnership or civil union status, sex, pregnancy, gender identity or expression, disability status, liability for military service, protected veteran status, affectional or sexual orientation, atypical cellular or blood trait, genetic information (including the refusal to submit to genetic testing), or any other category protected by law. As an institution, we value diversity of background and opinion, and prohibit discrimination or harassment on the basis of any legally protected class in the areas of hiring, recruitment, promotion, transfer, demotion, training, compensation, pay, fringe benefits, layoff, termination or any other terms and conditions of employment. For additional information please see the Non-Discrimination Statement at the following web address: <http://uhr.rutgers.edu/non-discrimination-statement>.*