



**PennState**  
Student Affairs

University Health Services

## Senior Director of University Health Services



Prepared by **Keeling Associates**  
Change for Learning

# The Opportunity



Penn State is seeking a highly experienced healthcare leader and skilled administrator to serve as the Senior Director of University Health Services (UHS). As Senior Director, the individual selected for this role will work closely with their team to ensure students receive excellent care while also managing the financial and operational aspects of the organization. Candidates must have the demonstrated ability to effectively and successfully manage a complex healthcare organization and facility and think broadly

about health and wellness in a university community. The Senior Director must be a strong collaborator who is prepared to partner with other services and departments to identify proactive measures that support students and their success.

The Senior Director provides strategic leadership and direction for a comprehensive, nationally accredited ambulatory healthcare center serving 45,000 students on the University Park campus. In addition to outpatient care, [UHS](#) services include a pharmacy, laboratory, physical therapy, imaging, community health, and emergency medical services. UHS also manages the student health insurance program. The Senior Director plays a significant role in addressing any student or public health issues at the University and is a liaison to healthcare facilities in the community. An understanding of and commitment to the provision of culturally responsive care is expected of the successful candidate as is leading in a manner that is inclusive.

As Pennsylvania's largest public university, [Penn State](#) educates nearly 100,000 students each year—including first-generation college students and adult learners. Outside of the classroom, students have opportunities to round out their education through entrepreneurship, philanthropy, research, internships, and more. There are 24 campuses located across Pennsylvania, with the largest one being University Park.



# Responsibilities

- ▶ Provide strategic leadership for patient care, quality improvement initiatives, risk management, emergency preparedness, budget planning, and human resources
- ▶ Provide management leadership of approximately eight direct reports who ensure the success of UHS' mission and indirect support of approximately 100 full-time staff members, ensuring all UHS staff possess the competencies and cultural sensitivity required to be responsive to the needs of a diverse student population
- ▶ Oversee a budget of more than 30 million dollars, including revenue cycle management, insurance billing, and central support, and manage the Student Health Center – a 64,000sf facility that houses UHS and a portion of the Center for Counseling and Psychological Services
- ▶ Provide institutional leadership in matters of student and public health issues that impact the University's students, as well as serving as a senior leader in Student Affairs
- ▶ Work collaboratively with local and regional healthcare providers and institutions to ensure high quality care and treatment for Penn State students in the local community
- ▶ Identify, develop, and cultivate partnerships within and outside the Penn State community, as appropriate, to enhance services, train new and prospective providers, and promote student health
- ▶ Serve as a significant collaborator in advancing the Student Affairs' strategic priority for student health and wellness



# Qualifications

## Required Qualifications

- ▶ Advanced degree in a relevant field (medicine, healthcare administration, public health or other related field); or MD or DO with Board certification or eligibility in primary care
- ▶ Thorough understanding and knowledge of clinical practices and health care administration
- ▶ Proven success in a management/leadership role
- ▶ Clear understanding of the direction and future of health services



## Preferred Qualifications

- ▶ At least eight years of experience in healthcare administration, most notably college health administration
- ▶ Experience directing the operations of a student health organization in a college or university environment
- ▶ Experience with efficiently managing and deploying fiscal and human resources, risk management, and significant problem solving
- ▶ Excellent interpersonal skills
- ▶ A high level of cultural competence in working with diverse populations
- ▶ Strategic planning, budgeting, and financial management experience
- ▶ Knowledge and experience in the oversight of some or all of the following: clinical services, pharmacy, laboratory, physical therapy, imaging, and emergency medical services
- ▶ Involvement in professional organizations at the regional or national level



# Application Process

Penn State has partnered with Keeling & Associates in this search process. Confidential inquiries and nominations should be addressed to Jeff Ewing, Senior Consultant for Executive Search, Keeling & Associates, at [jfewing@keelingassociates.com](mailto:jfewing@keelingassociates.com). Candidates must apply through Penn State's online process at [https://psu.wd1.myworkdayjobs.com/PSU\\_Staff/job/University-Park-Campus/Senior-Director-of-University-Health-Services\\_REQ\\_0000030103-1](https://psu.wd1.myworkdayjobs.com/PSU_Staff/job/University-Park-Campus/Senior-Director-of-University-Health-Services_REQ_0000030103-1). Review of applications will begin immediately, and those received by **June 17, 2022**, will receive full consideration. The search will continue until the position is filled.



*The University is committed to equal access to programs, facilities, admission, and employment for all persons. It is the policy of the University to maintain an environment free of harassment and free of discrimination against any person because of age, race, color, ancestry, national origin, religion, creed, service in the uniformed services (as defined in state and federal law), veteran status, sex, sexual orientation, marital or family status, pregnancy, pregnancy-related conditions, physical or mental disability, gender, perceived gender, gender identity, genetic information or political ideas. Discriminatory conduct and harassment, as well as sexual misconduct and relationship violence, violates the dignity of individuals, impedes the realization of the University's educational mission, and will not be tolerated. Direct all inquiries regarding the nondiscrimination policy to the Affirmative Action Office, The Pennsylvania State University, 328 Boucke Building, University Park, PA 16802-5901, Email: [aao@psu.edu](mailto:aao@psu.edu), Tel 814-863-0471.*