



# University of Pittsburgh

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**Executive Director of Student Health Services**

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Prepared by **Keeling Associates**  
Change for Learning

## The Opportunity



The University Pittsburgh is seeking an innovative, collaborative, and transformational leader to serve as the Executive Director of Student Health Services (SHS) on the Pittsburgh campus. The Executive Director will have the opportunity to provide leadership and vision in identifying and implementing strategies that build upon the strengths and success of SHS in providing health care to Pitt's diverse student population. The successful candidate must have these skills and talents: the ability to inspire, motivate, and support a multidisciplinary team of health care professionals, administrative staff, and trainees within a culturally humble and wellbeing-focused framework; the capacity to work closely and collegially across campus; and the desire and skills to

advance justice, equity, diversity, and inclusion. It is an exciting time for Pitt as a new state-of-the-art Campus Recreation and Wellness Center is being built and will open in fall 2024. The new Center contributes to the University's commitment to the holistic wellbeing of students.

Student Health Services is part of the Wellness Unit within the Division of Student Affairs. The Wellness Unit is led by the Associate Dean of Students for Wellness and consists of Campus Recreation, University Counseling Center (UCC), and Care and Resource Support departments in addition to SHS. The Executive Director will work closely and collegially with their Wellness Unit colleagues to advance the goals of the Unit around student wellness and success. Accredited by the Accreditation Association of Ambulatory Health Care (AAAHC), the mission of SHS is to provide high-quality care, prevention, health education and pharmacy services to enhance student wellbeing. Consistent with the University and Division of Student Affairs' mission and values, members of the SHS team are committed to cultural humility, justice, equity, diversity, and inclusion. The Division of Student Affairs aims to provide students with a transformational collegiate experience by actively contributing to the education of the whole student and providing experiences and opportunities to prepare students for success in the global community. The Executive Director plays an important role in fulfilling this vision.

# Position Summary

Under the leadership of the Associate Dean of Students for Wellness, the Executive Director has operational and managerial oversight of SHS, including 20 medical services and psychiatry staff; four pharmacy staff; three health education and promotion staff; and six administrative staff. The Executive Director identifies strategies for strengthening SHS services and programs to provide access to high-quality and timely health care that meets the needs of Pitt students. The Executive Director will work collaboratively with the Pitt CoVax Vaccination Center and the leaders of the four Regional Campus Health Centers to align service offerings between the campuses. The incumbent ensures SHS policies and procedures are aligned with AAAHC requirements, standards of practice, the University, and all applicable state and federal regulations.



The Executive Director leads a leadership team consisting of the SHS Medical Director, Assistant Medical Director, Clinic Manager and Pharmacy Manager. Together, they advance innovative wellbeing programs and medical services, including, but not limited to, peer education, dietitian services, collegiate recovery programs, immunizations, gender affirming and primary care. The Executive Director is frequently sought to provide expert consultation, guidance, leadership to university committees and to collaboratively engage with academic departments. The Executive Director will meet regularly with Regional Campus Health Centers to support student wellbeing. The Executive Director also serves as a key member of the Division of Student Affairs Leadership Team, leading division-wide projects, and engaging students, families, administrators, faculty, and staff to enhance wellbeing practices and policies.



# Key Responsibilities

The Executive Director:

- ▶ Provides operational and managerial oversight of SHS to ensure programs and services meet the needs of students and are aligned with AAAHC accreditation standards
- ▶ Ensures all programs and services are consistently delivered through a culturally humble and student-ready lens to all Pitt Students, including at the Regional Health Centers
- ▶ Creates opportunities for staff and trainee development, including, but not limited to, team- building experiences, training, participation on internal, divisional and institutional committees, as well as encouraging membership in professional associations and presentations at conferences
- ▶ Keeps current with changes in clinical guidelines, policies, evidence-based practices, legal and ethical standards
- ▶ Provides expertise and leadership, as a member of a team, to manage public health crises, ongoing response, and recovery efforts
- ▶ Collaborates with SHS team and other campus partners to facilitate support for students experiencing urgent health needs
- ▶ Develops and manages the SHS budget in consultation with the Associate Dean of Students for Wellness (Associate Dean) and the Director of Business Administration, in collaboration with the SHS Leadership Team and provides reports as requested
- ▶ Oversees third-party reimbursement, in collaboration with the SHS leadership team
- ▶ Serves as privacy officer for the SHS
- ▶ Engages with the campus community, in collaboration with the Associate Dean, to develop and implement innovative programs and services to enhance the physical well-being of students
- ▶ Communicates with the Associate Dean regarding development, implementation and ongoing operations of programs and services within the portfolio
- ▶ Collaborates with Wellness Unit colleagues to advance a continuum of support for students to thrive during their Pitt experience



## Key Responsibilities (continued)

- ▶ Explores opportunities to develop and implement programs and services among Division of Student Affairs Units (Engagement, Experience and Leadership) to enhance health promotion and physical wellbeing of students
- ▶ Conducts evaluative reviews of SHS programs and services to implement appropriate changes and enhancements that align with student needs
- ▶ Provides leadership in the facilitation of SHS-wide needs assessment, strategic planning and outcome assessments that are aligned with Wellness Unit, Division, and the Institution's strategic plan and outcomes
- ▶ Maintains strong metrics, assessment procedures and processes to assess efficacy of programs and services as well as satisfaction
- ▶ Engages in professional development activities that are appropriate -- continuing education, training, and outreach activities to maintain licensure and clinical competency (if applicable) -- as well as enhances knowledge and skills in areas pertinent to the position
- ▶ Collaborates with the Schools of the Health Sciences for campus health and wellness events and offerings



# Desired Characteristics

Ideal candidates will demonstrate:

- ▶ A strong commitment to cultural humility and a comprehensive understanding of justice, equity, diversity, and inclusion as experienced by a diverse student population;
- ▶ A passion for engaging students in their own healthcare;
- ▶ Experience working and leading within an accredited healthcare setting;
- ▶ Demonstrated experience in working with parents, faculty, and staff;
- ▶ Extensive knowledge of legal and ethical issues in college student health centers, supervision, and training;
- ▶ Experience with contracting for third-party reimbursement for medical and pharmacy services;
- ▶ Extensive knowledge of Electronic Health Record (EHR) platforms and how their use can drive quality and ongoing improvement;
- ▶ Proven ability to manage and oversee high-profile programs and services;
- ▶ Ability to work effectively and collaboratively as part of a cohesive team-oriented environment; and
- ▶ Demonstrated ability to ensure accurate and complete documentation and data collection.





# Qualifications

## Minimum Qualifications

- ▶ Advanced degree in healthcare administration, public health, nursing, medicine, pharmacy, or a related healthcare field from an accredited institution
- ▶ Five or more years of experience in a healthcare setting
- ▶ Three or more years of progressive administrative experience in a student health center, community health or mental health center, public health, hospital, or other healthcare related setting
- ▶ Demonstrated understanding of and commitment to the importance of inclusive excellence as a cornerstone of a just, equitable, and diverse community

## Preferred Qualifications

- ▶ Licensure in Pennsylvania or eligible to attain such licensure within 12 months of hire: Physician, Psychiatrist, Registered Nurse, or Nurse Practitioner
- ▶ Graduate degree in public health or health administration
- ▶ Experience in health promotion and outreach education
- ▶ Experience in the organization, administration, and supervision of health care delivery in a higher education environment
- ▶ Knowledge of and/or experience with student conduct policies, Title IX regulations, HIPAA, FERPA, and residential campus environments
- ▶ Demonstrated understanding of college student development
- ▶ Experience in:
  - Multicultural health care
  - Gender affirming care
  - Crisis Management
  - Telehealth
  - Disordered eating



# About the University of Pittsburgh and the City of Pittsburgh

Founded in 1787, the [University of Pittsburgh](#) is one of the largest and oldest institutions of higher education in Pennsylvania and is a member of the Association of American Universities. With an enrollment of more than 28,000 students on its main campus, Pitt is internationally respected as a center for learning and research that is consistently ranked by the *Wall Street Journal/Times* Higher Education College Rankings as the top public university in the Northeast. More than 13,600 faculty, research associates, and staff members are employed on the Pittsburgh campus, and another 800 work at the University's four regional campuses across Western Pennsylvania. Pitt offers generous [benefits](#) and values [work-life balance](#).

The 132-acre main campus, in the vibrant and beautiful Oakland neighborhood, is co-located with the University's health sciences schools and multiple hospitals. Pitt has served as an integral partner and key player in driving the growth of the education and health services super sector in the Pittsburgh metropolitan region. The University ranks in the top five in funded projects from the National Institutes of Health and in the top two in funding from the National Institute of Mental Health.

The University views the city as an extension of its campus. Pittsburgh is in the midst of a remarkable transformation from an industrial capital to a center of education, research, and innovation. Pitt [actively engages](#) with the surrounding community through its [Community Engagement Centers](#), community-driven partnerships, and volunteer service. Since March 2020, more than 600 faculty, staff, and students have joined community efforts serving Pittsburgh area residents during the COVID-19 pandemic. The University was recently awarded the Carnegie Foundation's Classification for Community Engagement in recognition of its institutional commitment to community engagement.

The city of Pittsburgh hosts a high concentration of diverse and influential nonprofits and, as an international center of emerging information technology, is home to companies such as Duolingo, one of Google's national offices, a Facebook Reality Lab, and multiple autonomous vehicle development efforts. The city also has a long history in banking and manufacturing and is becoming a leader in advanced manufacturing technologies and nanotechnology.

While still a work in progress, the city's reinvention since its days as a smoky steel town has received national acclaim. LinkedIn named Pittsburgh a top city to launch a career, and *U.S. News & World Report* lists it as a top place to retire. With an extensive network of urban parks, as well as world-class arts and cultural intuitions, in 2019 *The Economist* named Pittsburgh the third "most livable city" in the United States. Pittsburgh has all of the advantages of a large city in combination with the friendliness of the Midwest and the cultural sophistication of the East Coast.



# Application Procedure and Timeline

The University has partnered with Keeling & Associates, LLC, in this search process. Application materials should include a resume and a letter of interest and must be sent, preferably as PDFs, to [recruiting@keelingassociates.com](mailto:recruiting@keelingassociates.com). The subject line of the email should read “Pitt—Executive Director.” Applications will be reviewed immediately upon receipt, and the process will continue until the position is filled; we encourage applicants to submit applications as soon as possible.

Nominations, expressions of interest, and requests for confidential conversations about the position prior to application are welcome and should be directed to Jeff Ewing ([JFEwing@KeelingAssociates.com](mailto:JFEwing@KeelingAssociates.com)), the Keeling & Associates senior consultant leading this search.

*The University of Pittsburgh is an Affirmative Action/Equal Opportunity Employer and values equality of opportunity, human dignity and diversity. EOE, including disability/vets.*



