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## Director of the Counseling Center

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# The Opportunity

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**Tulane University**, a top tier private research institution located in the unique and iconic city of New Orleans, is searching for a visionary doctorate level mental health leader to serve as its next **Director of the Counseling Center**. This is an exciting time to join the team committed to supporting an integrated and holistic approach to student health and well-being at Tulane. Through creativity, strategic thinking, and teamwork, the Director will have the opportunity to lead the Counseling

Center in new and innovative ways to become a model of mental health and well-being services on campus. The Director will work closely and collegially with colleagues in Campus Health and Wellness, throughout the University, and with external community partners.

The Director will occupy a vital role within the Campus Health and Wellness Senior Leadership Team and the Division of Student Affairs serving as a key thought partner with, and reporting to, the Assistant Vice President for Campus Health and Wellness (AVP). Tulane's Counseling Center emphasizes support for, and a commitment to, inclusive programs and services. The Director will embrace a commitment to diversity and inclusion and provide outstanding mentorship, supervision, and oversight to a dedicated team of professionals. The most compelling candidates will demonstrate a sophisticated understanding of the current trends and best practices for the provision of counseling and mental health services. They will also have a significant and visible record of being an inspirational leader and effective supervisor and administrator with the ability to create an atmosphere for a collaborative and forward-thinking team.



# Position Summary

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This position is the senior leader for the Counseling Center, part of Campus Health and Wellness, a comprehensive college health and well-being program. Reporting to the Assistant Vice President of Campus Health and Wellness, the Director is responsible for providing leadership, oversight, and a culture of care for students, as well as support for the staff of the Counseling Center, which serves students in a comprehensive student-focused environment. The Counseling Center is staffed by psychologists, social

workers, and professional counselors. The responsibilities include oversight of services provided for students and all aspects of policy development, quality improvement functions, staffing, personnel, clinical and administrative supervision, staff training, crisis response, and ensuring compliance with all regulatory and accreditation standards. Tulane University Campus Health and Wellness is fully accredited by the Accreditation Association for Ambulatory Health Care (AAAHC) and serves a globally diverse student body of nearly 14,000 undergraduate, graduate, and professional students.



This position is responsible for the design, implementation, and evaluation of the counseling services for Tulane undergraduate, graduate, and professional students. This position represents Campus Health and Wellness through active participation with both internal and external partners, serving on a variety of committees and being engaged in all aspects of mental health issues on campus. This position is responsible for maintaining a positive employee experience that supports staff recruitment, retention, and development; and for assuring that the Counseling Center is responsive to the needs of the Tulane community, reducing barriers to student access, as well as facilitating awareness and appropriate utilization of mental health programs and services. An administrative leader and clinical champion, the Director will primarily have management responsibilities, and will have the opportunity for a small caseload.

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# Essential Functions

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## Administrative Operations (50%)

- Ensures the ongoing provision of high-quality counseling services.
- Creates a positive employee experience that supports staff recruitment, retention, and development.
- Develops and implements Counseling Center vision, goals, and objectives.
- Develops operating procedures for optimal clinic functioning.
- Liaises on a regular basis with Campus leadership and key partners.
- Collaborates with all aspects of Campus Health and Wellness to assure collaboration and integrated care for students.
- Leads staff meetings and trainings, and coordinates with other staff and associates in providing diverse training opportunities.
- Leads Clinical Decision Team in determining operations best practices and monitoring and adjusting clinic functioning and service delivery.
- Manages and is responsible for the Counseling Center finances/budget.
- Conducts weekly staff meetings and other trainings as appropriate.
- Compiles data to analyze and identify trends, risks, and gaps in the clinical services program.
- Provides timely narrative and statistical reports of all activities for use in evaluation of clinical services.
- Provides semester-end and annual updates and evaluations of clinical service trends.
- Reports to AVP regularly on the ongoing progress and quality of the clinical service program.

## Consultation, Outreach and Collaboration (25%)

- Oversees the development and implementation of the outreach component of Counseling Center.
- Coordinates with local practitioners to develop relationships and increase the network of available resources in support of a continuum of care.
- Provides consultative assistance to the Tulane community regarding mental health issues.
- Confers with students and student groups to discuss issues and services.
- Develops a diverse and flexible portfolio of programs and presentations for a variety of constituencies.
- Serves on a variety of Division and University-wide committees.
- Represents the Counseling Center at campus events, including weekend parent and student orientation sessions, off-hours outreach and workshop opportunities, etc.

# ***Essential Functions (Continued)***

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- Meets with students working on mental health projects, the Campus Health and Wellness Advisory Committee, student government representatives and others.
- Creates and delivers presentations, programs, and webinars that train, educate and inform various student groups, parents, faculty, and administrators.
- Serves as Counseling Center representative and campus presence at a variety of events.

## **Direct Service, Crisis Response and Clinical Supervision (15%)**

- Conducts direct clinical services seeing a select number of student clients.
- Provides clinical supervision to all Counseling Center staff as needed
- Supports other senior therapists as appropriate in developing clinical supervision experience.
- Provides clinical leadership and case consultations to all Counseling Center staff as needed.
- Leads Counseling Center response to critical incidents.
- Participates on Process of Care Team and Behavioral Intervention Teams
- Offers groups, workshops, and individual sessions.
- Confers with staff on difficult clinical situations and/or questions regarding procedures, ethics, etc.
- Assists with complex, problematic situations, including crisis consultations and hospitalizations.
- Coordinates interactions with parents, Student Resources & Support Services (SRSS), Student Health and other concerned University units.
- Responds to critical incidents by formulating and implementing postvention plans.

## **Protection of Patient Privacy and Health Information (Ongoing)**

- Complies with all Tulane University Campus Health and Wellness (TUCH) privacy and policy procedures.
- Protects all Confidential Health Information in any form including spoken, written, or electronic form. It will never be given, nor confirmed to anyone who is not authorized under the TUCH policies or applicable law to receive such information.
- Limits the use, disclosure, and requests of confidential health information to the minimum amount of information necessary to accomplish the purpose of the use, disclosure, or request.
- Reports promptly any concern or known violation of TUCH privacy and policy procedures.
- Completes all required privacy trainings by the requested deadline.

# ***Essential Functions (Continued)***

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## **Leadership and Collaboration (Ongoing)**

- The Director works closely and collaborates with the Campus Health and Wellness Senior Leadership Team, particularly the Medical Director and the Director of Health Promotion and Prevention Services, as well as directly with other key stakeholders across the university.
- Demonstrates willingness and ability to take a leadership role when appropriate.
- Employs empathy, respect, and constructive engagement, and explores ways of cultivating resilience, positivity, and appreciation among other staff.
- Collaborates and shares information with other groups or departments across Campus Health and Wellness and the University.
- Embraces continuous learning and self-development.
- Maintains a level of consistency in leadership practices.

## **Quality Improvement and AAAHC Standards (Ongoing)**

- Performs according to AAAHC guidelines and Campus Health and Wellness/Department standards, informed by regular review of Policies & Procedures.
- Maintains active licensure and credentialing, including through pursuing continuing education as outlined by licensing bodies and per discipline's best practices and peer review activities (where appropriate to role).
- Contributes to Continuous Quality Improvement initiatives by providing appropriate input and data, and revising practices, as required.

## **Emergency Preparation and Response (5%)**

- Serves as a member of the department and/or divisional crisis response teams and/or the University's Essential Personnel, as needed.
- Carries out activities detailed in the All Hazards Plan.
- Participates/contributes in annual review of emergency processes and procedures.
- Maintains departmental emergency equipment and supplies.
- Assists with coordination/support of department operations during emergency.
- Attends training to maintain knowledge of emergency response protocols.
- Adheres to federal, state, and local regulatory requirements to maintain safety and emergency protocols.
- Participates in regularly scheduled drills to maintain safety procedures according to AAAHC standards and university protocols.

# ***Essential Functions (Continued)***

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## **Other (5%)**

- Performs other duties as requested or required, whether specifically mentioned in this job description. Carries out activities detailed in the All Hazards Plan.

NCAA Related: Ensures that all Department of Athletics and University related activities operate in full compliance with university, conference and NCAA rules and regulations. Attends and participates in scheduled compliance seminars and complies with all the Athletic Department's efforts to monitor compliance with NCAA regulations. Seeks interpretations from the compliance staff before acting when necessary. Reports potential rules violations immediately. Completes required compliance paperwork in a timely and efficient manner. Monitors all their areas and/or programs activities closely to maintain compliance with applicable rules and regulations.

# ***Required Education and Experience***

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- Doctorate Degree in Psychology, Counseling, Clinical Psychology, or Social Work; PhD or PsyD must be from an APA accredited program.
- Current licensure as a mental health professional; if not already licensed in the State of Louisiana, must be license eligible.
- 10 years of clinical and administrative experience in a college/university counseling or similar mental health setting, high level of organizational skills and a record of progressively increasing responsibility including at least 3-5 years of experience effectively supervising other professionals, trainees, and carrying out complex administrative functions, including budgeting and planning.



# ***Required Knowledge, Skills, and Abilities***

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1. Dedication to protecting confidentiality and meeting all ethical standards associated with the practice of psychology within a university Counseling Center context
2. Strong clinical experience including case formulation, assessment, and treatment skills, including the ability to understand transference and countertransference in working clinically with a diversity of clients, issues, and levels of impairment
3. Outstanding oral and written communication skills, able to dialogue effectively with a wide range of students, parents, faculty, staff, and broader constituents, including the press
4. Ability to collaborate collegially with a multidisciplinary staff, both within the Counseling Center and throughout the University community
5. Experience working with culturally diverse populations and demonstrated commitment to equity, diversity, and inclusion.
6. Knowledge of developmental trends and concerns of undergraduates, as well as graduate and professional students
7. Expertise and awareness of changing trends and practices in mental health, and confidence in researching, identifying, and implementing innovative strategies to meet the needs of students at all levels
8. Demonstrated quantitative competence, able to participate in and evaluate research and carry out continuous quality improvement measures
9. Demonstrated ability to think strategically, including developing and implementing a multi-year strategic plan
10. Experience providing clinical and administrative supervision to multidisciplinary staff at various stages of career development
11. Ongoing pursuit of self-knowledge

# ***Preferred Qualifications***

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- Previous service provision and management experience in a university Counseling Center
- Extensive public speaking and media relations experience
- Facility with Continuous Quality Improvement or other service quality assessment approaches
- An understanding of the intersection of mental and physical health with a passion for working collaboratively with other Campus Health and Wellness service team members



# Application Procedure and Timeline

Tulane has partnered with Keeling & Associates in this search process. Applications only require a resume for the initial submission, and should be sent preferably in PDF format, to [recruiting@keelingassociates.com](mailto:recruiting@keelingassociates.com). The subject line of the email should read “Tulane – Director, Counseling Center.” The review of applications will begin immediately and will continue until the position is filled; interested candidates are encouraged to submit their resume as soon as possible.

Those interested in submitting nominations or in having a confidential discussion before applying should contact K&A Consultant LeAnna Rice at [ricel@keelingassociates.com](mailto:ricel@keelingassociates.com)



## Equal Employment Opportunity Statement:

*Please Note: Tulane University has officially adopted a mandatory COVID-19 vaccination policy. All employees and visiting faculty must be fully vaccinated with a COVID-19 vaccination or obtain approval for a medical or religious exemption prior to beginning employment.*

*Tulane University is located in New Orleans - a city with tremendous history of diverse cultures, community, and languages. Tulane is actively building a campus culture grounded in our values of EDI and anti-racism. We seek and welcome candidate applications from historically underrepresented groups, such as BIPOC (Black, Indigenous, People of Color), women, LGBTQ+, and those living with disabilities as well as veterans.*

*Tulane University is an Equal Employment Opportunity/Affirmative Action institution committed to excellence through diversity. Tulane University will not discriminate based upon race, ethnicity, color, sex, religion, national origin, age, disability, genetic information, sexual orientation, gender identity or expression, pregnancy, marital status, military or veteran status, or any other status or classification protected by federal, state, or local law. All eligible candidates are encouraged to apply.*