

Duke

UNIVERSITY

Director of Counseling and Psychological Services



Prepared by **Keeling**  **Associates**
Change for Learning

The Opportunity

Duke University is conducting a national search for an experienced and visionary leader to serve as the **Director of Counseling and Psychological Services (CAPS)**. This is an exceptional opportunity for a skilled clinician and strategic thinker to shape the future of mental health services for a diverse and global student body within a dynamic campus environment. Reporting to the Assistant Vice President for Student Wellbeing (AVP), the Director will play a pivotal role in advancing integration and collaboration among CAPS, Student Health, Student Affairs, and the broader campus community. With a commitment to innovation, equity, and student-centered care, the Director will enhance systems, programs, and outreach initiatives to effectively address the evolving needs of Duke's undergraduate and graduate students.



The ideal candidate is a proven leader with a deep understanding of the complexities of college mental health, a strategic mindset, and the ability to inspire and guide a multidisciplinary team. Candidates should demonstrate a track record of visionary leadership in counseling services within a higher education setting; strong collaborative skills to engage stakeholders across the University; the ability to navigate institutional change and implement innovative service models; expertise in crisis management, outreach, and consultation within a university context; and a deep commitment to cultural competence and humility in the provision of mental health services.



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Position Summary

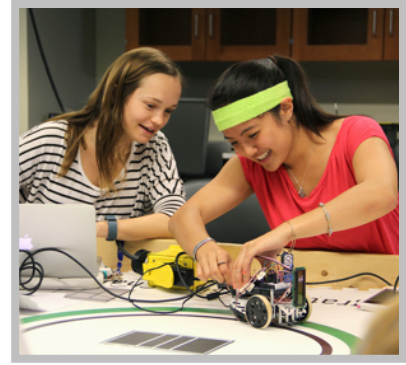
The Director of CAPS provides vision, leadership, and oversight of the clinical, educational, fiscal, and administrative services of the department, which serves the diverse needs of nearly 17,000 students—including more than 6,000 undergraduates and 11,000 graduate and professional students—through a wide range of clinical modalities delivered in individual and group settings, as well as psychoeducation, outreach, and campus engagement. The Director plays a key leadership role facilitating strong, proactive networks and professional partnerships between CAPS and other key departments in Student Affairs, including [Student Health](#), [the Dean of Students Office](#), [the Identity and Cultural Centers](#), [DuWell](#), and [Housing and Residence Life](#), as well as in the graduate and professional schools. The Director also has an integral role in coordinating with [the Duke Department of Psychiatry & Behavioral Sciences](#), other colleagues in [the Duke University School of Medicine](#), telehealth providers, other off-campus providers, the Student Behavioral Assessment Team, and the larger campus community. The Director provides consultation and guidance for crisis/liaison services, including intervention during emergencies and highly acute situations. With the AVP, Vice President/Vice Provost of Student Affairs, and other colleagues, the Director of CAPS plays an instrumental role developing innovative services and activities that support the mental health and wellbeing of all students at Duke.

Specific Duties

1. Leads a multidisciplinary staff ensuring integration of clinical, outreach, training, and quality assurance activities to accomplish objectives
2. Develops and manages the departmental budget
3. Provides leadership in developing and monitoring the department's strategic plan, including outcomes assessment integrated with Division of Student Affairs goals and objectives
4. Provides collaborative and consultative services to, and serves as an administrative liaison with, diverse constituencies, including Student Affairs professionals and units, faculty, deans, student groups, parents, and University and Medical Center administrators
5. Supports and develops a broad range of wellness (including suicide prevention) and outreach education services, including training, consultation, direct programming, media interventions, and deployment of peer educators
6. Promotes and sustains efforts that advance belonging and inclusion within the team and in support of all Duke students, ensuring inclusive and culturally competent care and services
7. Oversees initiatives and data-driven innovation to develop and maintain best practice efforts in assessment, short-term therapy, crisis intervention, leadership, and professional inquiry
8. Develops and implements performance evaluation standards based on best practices of all skills for culturally competent university counseling centers



9. Develops campus partnerships that enhance mental health services to students including, but not limited to, the embedded counselor model with the School of Medicine and School of Nursing
10. Enhances empirically-based quality assurance analyses, which include research, needs assessment, client satisfaction evaluation, and related outcome measurements
11. Considers and implements, as appropriate, the use of new technologies to improve service delivery and evaluation
12. Ensures HIPAA compliance
13. Develops community resources for effective off-campus student referrals and maintains proactive relationship with off-campus and hospital providers
14. Where possible within the context of other duties, provides direct clinical, outreach, and consultative services
15. Other duties as assigned



Qualifications

- ▶ Doctorate in clinical or counseling psychology, MD with board certification in psychiatry, or master's degree or higher in counseling or clinical social work from an accredited institution of higher education.
- ▶ Candidates must be certified/licensed or eligible for licensure in the State of North Carolina in the appropriate clinical discipline (clinical psychologist, psychiatrist, LCSW, Clinical Mental Health Counselor, or Marriage and Family Therapist). Psychologists must be eligible for full licensure as a Practicing Psychologist as defined by the North Carolina State Board of Examiners of Practicing Psychologists. Psychologists who are not ABPP board certified should consult the NC licensure board website (www.ncpsychologyboard.org) for further information.
- ▶ Requires a minimum of 7 years of directly related full-time work experience with a demonstrated pattern of increasing responsibility with management or leadership experience. Prefer 10 years of experience with increasing leadership responsibilities. Strongly prefer at least 5 years' experience in a counseling setting supporting young adults and/or in a higher education or similar setting. Strongly prefer at least 5 years' demonstrated experience in leading, visioning, and executing college mental health strategy.



Specific Skills and Competencies

- ▶ Ability to articulate a vision for college student mental health services as part of a holistic support model that incorporates behavioral health, belonging, and responsive care
- ▶ Demonstrated success in leading a professionally diverse, seasoned, and multidisciplinary staff in a comprehensive counseling center
- ▶ Demonstrated success in developing strong relationships with colleagues within Student Affairs and the broader campus community
- ▶ Demonstrated commitment to and vision for collaborative approaches to developing campus wellness initiatives
- ▶ Experience developing cultural competence across all facets of the work of a center
- ▶ Excellent interpersonal and communication skills as demonstrated through experience as a department or University spokesperson who can relate to multiple and diverse constituencies, on- and off-campus
- ▶ Expertise in the provision of consultation services for staff and other constituents of the University community regarding complex clinical, ethical, and legal mental health issues, including HIPAA regulations
- ▶ Experience in the use of new technologies for improving the delivery and evaluation of services
- ▶ Proven ability to work successfully toward established team goals while juggling multiple competing priorities and navigating the nuances, complexities, and demands of a high profile academic institution



Key Opportunities and Priorities

- ▶ The Director will begin their work at an exciting time as Duke is focused on and committed to improving student wellbeing. The Director will join a new team comprised of both CAPS and Student Health Services under the direction of a newly-created Assistant Vice President for Student Wellbeing position.
- ▶ Stakeholders expressed readiness and enthusiasm for a strong leader and change agent who can help elevate the internal culture of CAPS to a more collaborative, trusting, and supportive team environment. The Director should be able to offer compassionate feedback, with an ability to create effective accountability structures and outcomes necessary to serve students that align with the department and Student Affairs mission.
- ▶ The new director will need to assess the current CAPS model and operations, understand current student trends, and work collaboratively with the AVP and staff to modernize and enhance the organizational structure, clinical service model, procedures, and operations within CAPS to strategically serve student mental health needs.
- ▶ Partners within Student Affairs and across the University are eager to collaborate with CAPS and would welcome a director who is a passionate ambassador to the campus. This includes developing more effective strategies for supporting students after mental health emergencies and crises, ensuring more seamless continuity of care, and serving as an expert mental health consultant to the campus community.
- ▶ The Director will build their work upon strong structural support, including access to top tier existing and emerging mental health research and resources, financial resources, and a leadership team and campus culture that support mental health and wellbeing.



About Counseling and Psychological Services

[Duke Counseling and Psychological Services' \(CAPS\)](#)

mission is to provide excellent quality of care to undergraduate and graduate students through a commitment to demonstration of empathy and trust with students, one another, campus and community partners, and other stakeholders. CAPS offers a variety of services including individual counseling, psychiatric services, group counseling, interactive skill-building workshops, and referrals to community providers. Rooted in social justice, their interdisciplinary team of providers strive to provide compassionate and responsive care to that meets the needs of Duke's diverse student body.



The Student Wellness Center

[Health and wellness](#) is integral to the success of students at Duke. The Student Wellness Center, where CAPS physically resides, is one manifestation of Duke's commitment to student health and wellbeing. Located in the heart of West Campus, it was thoughtfully designed to deliver a broad and integrated approach to wellness that supports Duke students holistically.



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Application Process

Duke has partnered with Keeling & Associates, LLC for this search. Applications should include a resume/curriculum vitae and cover letter addressing your interest in and qualifications for the position. Application materials (PDFs preferred) must be sent to recruiting@KeelingAssociates.com with the subject heading “Duke – Director of CAPS.” A confidential review of applications will begin immediately and will continue until the appointment is made. All materials submitted by March 28, 2025 will be given full consideration.

Nominations, expressions of interest, and requests for confidential conversations about the position prior to application are welcome and should be directed to LeAnna Rice, Vice President and Senior Consultant at K&A, at lrice@keelingassociates.com.

EEO Statement

Duke University is an equal opportunity employer and does not discriminate on the basis of gender, marital status, pregnancy, race, color, ethnicity, national origin, age, disability, religion, sexual orientation, gender identity or expression, veteran status, other legally protected characteristics or any other occupationally irrelevant criteria. The University promotes Affirmative Action for minorities, women, individuals who are disabled, and veterans. Duke University is a drug-free, smoke-free workplace.



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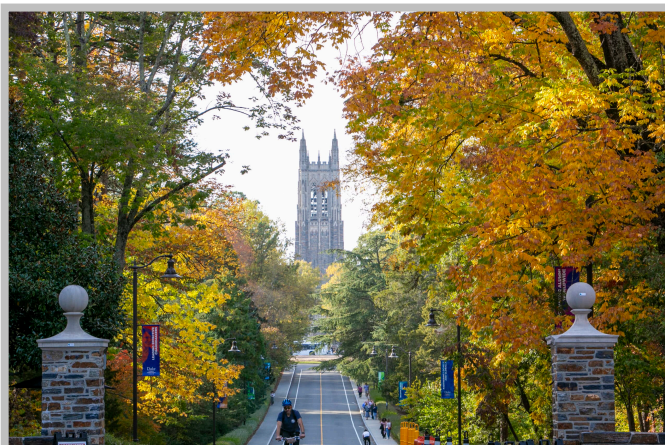
About Duke University

Tracing its origins to 1838, Duke University has evolved into one of the world's leading institutions for education, research, and patient care. Located in Durham, North Carolina, Duke is currently comprised of ten schools and colleges with an enrollment of approximately 17,000 students. At Duke University, the mission is to provide a superior liberal arts education, prepare people for lives of skilled and ethical service, advance the frontiers of knowledge, foster health and wellbeing, and promote a sincere spirit of tolerance. Duke faculty and staff members work every day in support of this mission. The intent of a Duke education is to instill certain "habits of mind"—critical thinking, creative problem solving, an appetite for discovery—that will help students succeed at Duke and throughout life.

With bright and talented students, faculty, and staff, Duke University is consistently rated as one of the most prestigious research institutions in the U.S. and boasts one of the most beautiful campuses in the world. Duke's hometown of Durham, North Carolina is a city with vibrant research, medical and arts communities, and numerous shops, restaurants, and theaters. Durham is one of three municipalities, along with Raleigh and Chapel Hill, that form the Research Triangle, a growing metropolitan area of more than one million people that provides a wide range of cultural, recreational, and educational opportunities.



For more information about Duke, please visit <https://duke.edu>.



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