PRINCETON UNIVERSITY

DIRECTOR OF UNIVERSITY HEALTH SERVICES (UHS)

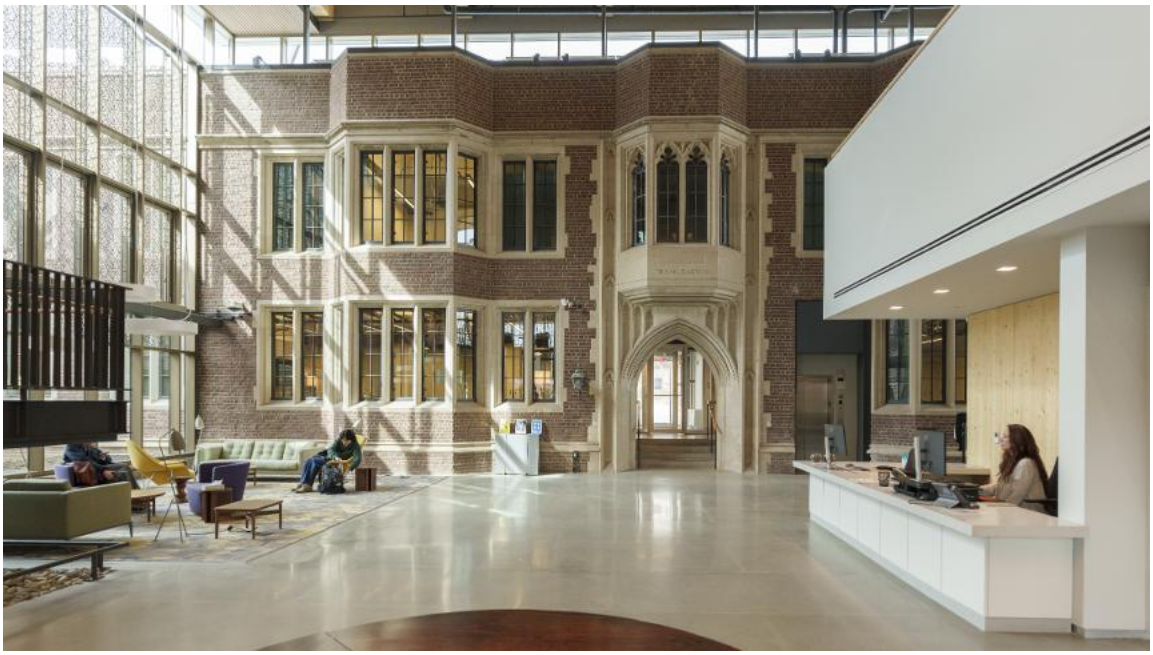


Prepared by Keeling Associates
Change for Learning

The Opportunity

Princeton University seeks a **Director of University Health Services (UHS)** to serve as the key leader of an integrated health system that supports the health and well-being of Princeton students and employees. UHS is a distinctive, multifaceted organization that provides a broad continuum of services through the Frist Health Center and satellite offices, including primary and urgent medical care, Athletic Medicine, Counseling and Psychological Services, SHARE, Health Promotion and Prevention Services, and Occupational Health. Reporting to the Executive Director of UHS, the Director shares responsibility for leading an organization whose work is central to both student success and the University's broader academic mission.

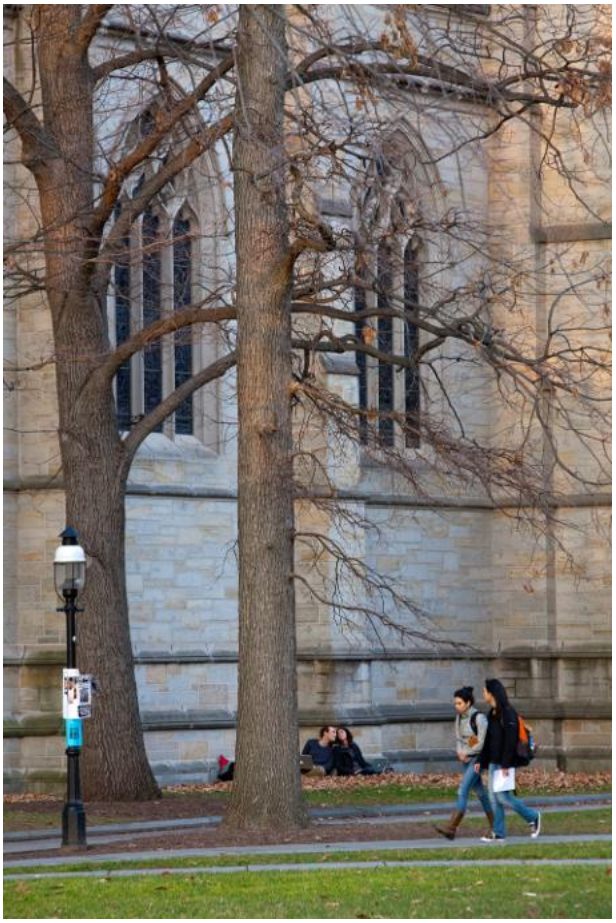
This position calls for a leader who is equally comfortable shaping strategy and driving execution. Collaborating closely with the Executive Director, the Director provides day-to-day operational leadership for UHS, ensures the effective integration of clinical and administrative functions, and represents the organization through a wide range of university and external partnerships. The Director collaborates with senior clinical and program leaders to foster a culture of excellence, accountability, innovation, and care, while overseeing the financial, technological, physical, and human resources that support the organization's success.



This is a rare opportunity to help shape the future of health and well-being at one of the world's leading universities during a period of significant change and opportunity in higher education healthcare.

Strategic and Operational Leadership

In partnership with the Executive Director, the Director will help establish organizational priorities and leads their translation into operational practice. Provide direction and support to a senior leadership team responsible for clinical, programmatic, and administrative functions. Promote shared standards for quality, access, service, and patient experiences. Use data, assessment, and informed judgment to guide decision-making and continuous improvement efforts.



- Implement and advance the vision, mission, and strategic priorities of University Health Services by leading service line directors, guiding policy development, and applying industry best practices and benchmarking to ensure excellence in care delivery.
- Provide executive leadership to clinical and administrative teams, fostering a culture of collaboration, accountability, inclusion, innovation, and professional excellence.
- Serve as a key liaison to University leadership, external partners, and regulatory agencies, and collaborate across academic and administrative units to ensure alignment with Princeton University's mission and priorities.
- Strengthen the visibility, impact, and value of UHS within the broader Princeton community through strategic engagement and advocacy.
- Oversee and optimize core administrative and operational functions, including finance and information technology, ensuring effective infrastructure and service delivery.



Talent and Organizational Culture

Partner with Human Resources on workforce planning, recruitment, compensation practices, and organizational design and provide coaching, mentorship, and performance oversight for senior staff while fostering an inclusive, collaborative, and high-performing organizational culture.

- Serve as a strategic partner to Human Resources in assessing workforce needs and ensuring UHS maintains the talent, competencies, and expertise necessary to deliver high-quality, comprehensive healthcare services.
- Partner with Human Resources to ensure compensation offers are applied consistently and equitably across UHS, aligned with internal equity guidelines and University compensation practices.
- Provide guidance and insight to support recruitment strategies, workforce planning, and equitable hiring practices.
- Foster an inclusive and supportive work environment that promotes professionalism, collaboration, engagement, and mutual respect.
- Support employee effectiveness by establishing clear performance expectations; providing ongoing coaching, development, and supervision; leveraging data and outcomes to drive continuous improvement; fostering accountability; and promoting staff well-being.

Financial and Administrative Oversight

Provide leadership for the UHS budget, workforce, and administrative infrastructure. Oversee budget planning, forecasting, resource allocation, and long-range financial stewardship. Direct administrative functions including finance, information technology, patient services, and medical records, balancing fiscal responsibility with the need to sustain high-quality services and a healthy work environment.

- Provide strategic oversight of financial operations, including budget development, forecasting, financial planning, and resource allocation to ensure long-term fiscal sustainability.
- Oversee financial leadership staff and guide cost-containment strategies while supporting operational excellence and long-term growth initiatives.
- Ensure responsible stewardship of university resources through effective financial controls, monitoring, and reporting.

Technology and Information Systems

Lead oversight of clinical, administrative, and analytic systems, including electronic health records and related technologies. Ensure compliance with HIPAA, FERPA, and University data security requirements, while advancing technology investments that improve access, efficiency, communication, and clinical effectiveness.

- Drive innovation in healthcare technology, ensuring the effective utilization and optimization of two electronic health record (EHR) systems and related technologies.
- Oversee information technology operations to maintain compliance with HIPAA, FERPA, and data security requirements while advancing digital solutions that enhance patient access, engagement, and operational efficiency.
- Champion technology initiatives that improve service delivery, data analytics, and organizational effectiveness.

Facilities

Serve as a steward of the Frist Health Center, ensuring a safe, accessible, and welcoming environment for patients, staff, and visitors, and oversee space planning, renovations, and capital projects aligned with evolving clinical and programmatic priorities.

- Ensure the Frist Health Center maintains the highest standards of safety, accessibility, functionality, and regulatory compliance.
- Lead planning efforts related to facility improvements, renovations, and space optimization to meet evolving healthcare needs.
- Maintain a safe and welcoming environment for the delivery of high-quality patient care.

Compliance, Quality, and Risk Management

Maintain accountability for regulatory compliance, accreditation standards, patient privacy, clinical quality, and safety programs. Partner with University's Office of Audit and Compliance and other campus stakeholders to strengthen internal controls, mitigate risk, and support a culture of continuous quality improvement.

- Ensure adherence to all applicable regulatory, accreditation, clinical quality, privacy, and safety requirements.
- Partner with University Audit & Compliance to conduct reviews, mitigate risk, strengthen internal controls, and implement best practices for patient safety and regulatory compliance.
- Oversee risk management programs that support organizational integrity and operational excellence.

Student Health Plan

Oversee administration of the Student Health Plan, including enrollment, member services, communications, and educational initiatives. Work closely with brokers, carriers, and student stakeholders to monitor performance and ensure compliance with institutional, state, and federal requirements.

- Provide oversight of Princeton University's student health plan, including enrollment, customer service, communications, and educational initiatives.
- Ensure compliance with institutional, state, and federal requirements related to student health insurance programs.
- Monitor plan performance and partner with stakeholders to enhance the overall student experience.

About Princeton University



Chartered in 1746, Princeton is the fourth-oldest college in the United States. Princeton University is a vibrant community of scholarship and learning that stands in the nation's service and the services of humanity. The value of service is central to the mission of Princeton as a liberal arts university. The University has reinforced its commitment to helping students and alumni use their educations to not only benefit themselves but also society more broadly, by pushing students, faculty, staff, and alumni to think about how their research, education, and lives will benefit the nation, the world and humanity, and gives them the support and resources to make it happen. As an independent, co-educational, non-denominational institution, it comprises an undergraduate college and a graduate school, with degree programs in 34 departments and 3 schools. In the 2025-2026 academic year, Princeton enrolled 5,916 undergraduates and 3,365 graduate students. International students make up about 12% of undergraduates, hailing from almost 100 different countries. Approximately 50% of students identify as members of racial or ethnic minoritized groups. Students of color make up approximately 58 percent of the undergraduate student body, and 22% of students are eligible for low-income federal grants and Princeton has further committed financial aid resources to increasing access to an excellent education. The University pioneered a no-loan financial aid program in 2001. Sixty percent (60%) of undergraduate students receive financial aid.

The University campus in Princeton is ideally situated in central New Jersey. It offers distinctively handsome architecture in a hospitable small-town setting on 500 acres. The Princeton community is located approximately an hour from both New York City and Philadelphia.

About University Health Services (UHS)

University Health Services (UHS) at Princeton University is a fully accredited (Accreditation Association for Ambulatory Health Care, or "AAAHC") health care facility. Located in the Frist Health Center, the Caldwell Field House, and Dillon Gym, UHS provides comprehensive health services to more than 8,000 Princeton undergraduate and graduate students, and specialized services to Princeton University faculty, staff, and employees who experience work-related injuries and illnesses, or who require consultations regarding international and travel medicine.

UHS's mission is to enhance learning and student success by advancing the health and well-being of our diverse University community. UHS pursues this mission and supports the University's purpose by using current knowledge of health and human development to guide responsive, high quality clinical, prevention, and consultation services.

UHS's values are Respect and Compassionate Care; Integrity and Service Excellence; Collaboration and Innovative Solutions; and Engagement and Lifelong Learning.



Qualifications

Essential Qualifications

- Graduate degree relevant to healthcare leadership. Appropriate credentials include an MBA, MHA, MPH, MSN, or comparable advanced degree. Clinical degrees such as MD, DO, PhD, or PsyD in health-related disciplines are also welcomed.
- Ten or more years of progressively responsible leadership experience in healthcare, college health, or a related setting, including senior leadership responsibility within a substantial clinical operation. Strong candidates will bring experience leading or helping lead organizations of comparable complexity and scale.
- Demonstrated knowledge of healthcare operations, finance, compliance, quality improvement, and risk management.
- Experience working successfully within complex organizations that involve multiple governance structures and diverse stakeholder groups.
- Exceptional communication, relationship-building, and organizational leadership skills.
- Familiarity with student health insurance programs and applicable regulatory requirements.
- A proven record of building, and sustaining a culture of inclusion, belonging, collaboration, and mutual respect.

Preferred Qualifications

- Additional graduate preparation in a complementary field such as organizational psychology, social work, quality improvement, or leadership development.
- A doctoral degree in a related discipline.
- Experience working in a highly selective residential university, academic medical center, or similarly complex healthcare environment.

Application Process

Princeton University has partnered with Keeling & Associates, LLC for this search. Applications should include a resume/curriculum vitae and a cover letter addressing your interest in and qualifications for the position. Application materials must be sent, preferably as PDFs, to recruiting@keelingassociates.com with the subject heading "Princeton University - Director of UHS." Candidates are encouraged to submit application materials by **December 10, 2026**, to receive full consideration.

The application review process will continue until an appointment is made. Confidential inquiries and nominations should be addressed to the K&A senior consultant leading this search, Jen Dickson, at jdickson@keelingassociates.com.

In compliance with Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, Title VI of the Civil Rights Act of 1964, and other federal, state, and local laws, Princeton University does not discriminate on the basis of age, race, color, sex, sexual orientation, gender identity, religion, national or ethnic origin, disability, or veteran status in any phase of its employment process, in any phase of its admission or financial aid programs, or other aspects of its educational programs or activities. The vice provost for institutional equity and diversity is the individual designated by the University to coordinate its efforts to comply with Title IX, Section 504 and other equal opportunity and affirmative action regulations and laws. Questions or concerns regarding Title IX, Section 504 or other aspects of Princeton's equal opportunity or affirmative action programs should be directed to the Office of the Vice Provost for Institutional Equity and Diversity, Princeton University, 205 Nassau Hall, Princeton, NJ 08544 or (609) 258-6110.