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Competition Number: J0525-0664

Position Title: Executive Director, Student Wellness Services

Position Number (Final): 00502274

Employee Group: Managerial & Professional

Job Category: Health Care Professionals

Department or Area: Integrated Wellness Services

Location: Kingston, Ontario, Canada (On-site)

Salary: \$117,800.00 - \$161,300.00/Year

Grade: 12 [Review Salary Information Here](#)

Hours per Week: 35

Job Type: Permanent (Continuing)

Shift: 7 Monday - Friday

Number Of Positions: 1

Date Posted: May 28, 2025

Closing Date: June 26, 2025

COVID 19 On-Campus Requirements

Prior to May 1, 2022, the University required all students, faculty, staff, and visitors (including contractors) to declare their COVID-19 vaccination status and provide proof that they were fully vaccinated or had an approved accommodation to engage in in-person University activities. These requirements were suspended May 1, 2022. However, they remain in effect for students, staff, and faculty in workplaces, including hospitals, where patient care is provided and/or where the work duties or educational requirements of the position involve or support patient care.

About Queen's University

Queen's University is the Canadian research intensive university with a transformative student learning experience. Here the employment experience is as diverse as it is interesting. We have opportunities in multiple areas of globally recognized research, faculty administration, engineering & construction, athletics & recreation, power generation, corporate shared services, and many more.

We are committed to employment equity and diversity in the workplace and welcome applications from individuals from equity seeking groups such as women, racialized/visible minorities, Indigenous/Aboriginal peoples, persons with a disability, persons who identify in the LGBTQ+ community and others who reflect the diversity of Canadian society.

Come work with us!

Job Summary

The Executive Director is a key Executive member of the Student Affairs Team, leading and setting the strategic direction for Student Wellness Services (SWS). SWS supports the personal, academic, and social health development of undergraduate and graduate students at Queen's University. SWS's aim is to offer a welcoming, confidential and integrated services that is responsive to student health and wellness needs. The Executive Director will ensure services support students wellbeing through a wide range of programs that are regularly updated based on student feedback and best practice service delivery. Reporting to the Vice-Provost and Dean of Student Affairs, the Executive Director, Student Wellness Services (SWS) will lead the delivery of Student Health Services, Counselling Services, Accessibility Services, Health Promotion, and the Regional Assessment and Resource Centre.

The Executive Director will develop strategic plans focusing on excellence in service delivery, program development within the financial budget and ensuring they meet operational needs. They are responsible for developing programs and policies that support students in sensitive and urgent circumstances while respecting individual privacy and confidentiality needs. A creative, solution focused approach to service delivery will suit you well in the Executive Director role. Success in the role will include supporting the SWS staff, developing strong working relationships with staff and faculty across the University, and ensuring department policies and procedures are created or updated to meet the current and future needs of students. This position will play a key role in program development to improve and expand student wellness services while enhancing the student experience at Queen's University.

To be considered for this role, you must hold a post-secondary degree and demonstrated successful senior leadership experience. You are experienced leading the delivery of front line services such as student support, health care or wellness with multi-disciplinary teams. A demonstrated ability to resolve crisis situations within highly confidential and sensitive environments will be critical to this role. Demonstrated advocacy and partnership development experience with funders, internal and external stakeholders to increase and improve services is necessary experience to bring to this opportunity. Excellent communication and collaboration skills, with a strategic mindset and a strong understanding of diversity and cultural issues.

Job Description

KEY RESPONSIBILITIES:

- Ensures the effective and efficient day-to-day functioning of the service, in collaboration with SWS unit leads

- Develops and executes long-term strategic plans to strengthen integration among the service's units
- Develops, implements and manages annual and long-range financial and budget planning, in consultations with unit leads; accountable for resource allocation to meet service needs
- Establishes and maintains effective and productive relationships with staff, and cross-campus and community-based partners, developing positive relationships and collaborations with staff, faculty, student leaders and groups, and with external stakeholders
- Develops positive external relationships and collaborations through participation in sector-wide networks and committees
- In collaboration with unit leads, plans and executes data collection and quality management processes. Responsible for developing reports for the university's leadership team and the Queen's community
- Ensures development, maintenance and communication of policies and procedures; works with others to identify and develop new policies and procedures or revise existing ones in response to emerging issues and trends
- Ensures a system is in place to respond to student concerns and complaints in a timely and thoughtful manner
- Responsible for the Electronic Medical Records systems for all student records. This includes liaising with system administrator(s) as needed and ensuring compliance with provincial health information and privacy legislation
- Works with the Director, Finance and Administration for DSA to ensure financial procedures (including billings to OHIP and payments to physicians) and internal controls are effective and meet or exceed industry standard
- Supports the Vice-Provost and Dean with long-term planning for the service
- Provides leadership and direction to unit leads on administrative, financial, and human resources issues
- Plans, prioritizes and manages the work of employees and professional service providers, and provides advice, guidance and coaching. Identifies the need for staff resources, participates on hiring committees, and makes effective recommendations regarding employee selection
- Manages performance by establishing performance standards, reviewing and evaluating performance, and conducting formal performance reviews on an ongoing basis for direct reports, and oversees the implementation of consistent performance management across the service
- In partnership with unit leads, assesses staff training and development needs, and ensures that employees receive training required to improve and sustain successful performance and student service
- Investigates, addresses and resolves employee/labour relations issues, including disciplinary matters. Makes decisions or effective recommendations on matters involving possible discipline, discharge and probationary termination
- Acts as a key contact in the timely and effective response to students in distress, coordinating referrals to the multi-disciplinary team, and/or community services, and acting as a resource for faculty/staff with concerns about students
- Co-ordinates care with the multi-disciplinary team as needed for students in distress presenting with mental health and psychological
- Oversees outreach and communications for the service to ensure effective strategies are developed and implemented
- Supports donor opportunities where applicable
- Ensures projects undertaken by the service are managed effectively, on time, and in alignment with strategic priorities and objectives

REQUIRED QUALIFICATIONS:

- Post-secondary education in health care, health/public administration or business
- Ten years senior leadership experience required
- Experience in a health administration role within a multi-disciplinary team considered an asset
- Demonstrated experience directing, motivating, and supporting management, administrative, clinical and support staff, leading a large team with a wide spectrum of responsibilities
- Experience in developing policies, procedures, and program/service assessment
- Understanding of Ontario medical, mental health and accessibility-related regulations, codes and legislation
- Strong understanding of Queen's university policies, procedures and systems is an asset
- Consideration will be given to an equivalent combination of education and experience

SPECIAL SKILLS:

- Excellent oral and written communication skills, including presentation skills
- Strong background in managing group dynamics, conflict resolution and team building
- Ability to develop strong relationships among members of diverse groups
- Excellent interpersonal and intercultural skills to work collaboratively with other professionals
- Demonstrated ability to function effectively in team situations, both within and across departments and with other organizations, to achieve optimal collective results
- Excellent analytical, reasoning and problem solving skills including the ability to identify, analyze and propose solutions for existing issues as well as an ability to anticipate challenges
- A successful track record in leading complex programs and initiatives, and the ability to set and meet strategic, financial, and operational goals
- Ability to organize and co-ordinate diverse tasks and responsibilities in a timely manner, meeting multiple external and internal deadlines, often with competing and changing priorities
- Computer and office skills, including advanced use of MS Office required
- Demonstrated ability to resolve crisis situations, dealing with moderate to highly complex issues
- Strong discretion and judgment to deal with confidential matters in a professional and tactful manner
- Ability to be creative, challenge the status quo and demonstrate initiative to generate improvements and foster positive outcomes, adapting and responding to the changing environment
- Expert knowledge of PHIPPA, PIPPA and Human Rights legislation
- Demonstrated ability to work with diverse student body and commitment to intercultural development, equity, diversity, inclusivity, and indigenous initiatives
- Ability to demonstrate respect, dignity and integrity in interpersonal relationships and to demonstrate positive personal coping and wellness strategies

DECISION MAKING:

- Develops and articulates the goals, vision and strategy of SWS
- Makes decisions required in the development and implementation of initiatives and programs
- Determines best strategies for providing appropriate and timely service to students; decides which services should be offered/how to improve existing ones
- Determines how to assess the overall performance and functioning of the service and its units. Identifies opportunities and challenges to further the goals, priorities and vision, and develops strategies to address them
- Develops the appropriate organizational structure and the delegation of responsibilities within the service
- Makes budget and resource decisions, including determining priorities and optimizing services and programs within available resources
- Evaluates job candidates and makes effective recommendations regarding transfers and promotions
- Determines budget submissions for the service; through analysis and monitoring of the budget, makes adjustments as required
- Evaluates employee performance and decides on appropriate training or coaching to address lack of proficiency in carrying out responsibilities, or remedial action for staff disciplinary situations
- Assesses investigation outcome of grievances and makes effective recommendations on appropriate course of action or next steps on grievances
- Makes effective recommendations on level of discipline up to discharge and probationary termination
- Determines most appropriate ways to gather, analyze and evaluate data to assess programs and prioritize projects
- Determines when to develop new policies, or modify existing ones to ensure compliance with university direction or other relevant government legislation

Employment Equity and Accessibility Statement

The University invites applications from all qualified individuals. Queen's is committed to employment equity and diversity in the workplace and welcomes applications from women, visible minorities, Aboriginal Peoples, persons with disabilities, and persons of any sexual orientation or gender identity. In accordance with Canadian Immigration requirements, priority will be given to Canadian citizens and permanent residents.

The University provides support in its recruitment processes to all applicants who require accommodation due to a protected ground under the Ontario Human Rights Code, including those with disabilities. Candidates requiring accommodation during the recruitment process are asked to contact Human Resources at hadmin@queensu.ca.