

## **Mental Health Counselor (University)**

---

**Summary:** The Mental Health Counselor provides assessment, treatment, consultation, and referral services with regard to psychological, emotional, and behavioral concerns of students. This is a full-time, benefits-eligible position and reports to the Assistant Dean of Health and Wellness Services. *This position is exempt from provisions of the Fair Labor Standards Act (FLSA) and is not eligible to earn overtime pay or compensatory time off for additional hours worked.*

### **Essential Duties and Responsibilities include:**

- Provide direct services to Queens University students including face-to-face counseling and evaluation, outreach, and crisis response (during normal business hours)
- Assess students referred by other entities on campus (faculty, student life, dean's office) for behavioral or emotional concerns
- Provide mental health and wellness consultation, information and education to students, faculty, staff, and other university entities, as well as to the community
- Refer students in need of specialized treatment to appropriate resources; e.g., psychiatric evaluation and treatment, psychological evaluation for specific disorders including attention deficit or learning disability, substance abuse or dependency, depression
- Provide case management for counseling clients
- Provide culturally appropriate services that meet the needs of a diverse student population
- Contributes in a positive, upbeat manner as a member of the Health and Wellness team
- Consistently serve as an advocate for diversity and cross-cultural understanding to create a welcoming campus to all students
- Serve as a resource for the campus community:
  - Available to consult with administrators, faculty, staff regarding student mental health
  - Promote the health and wellness of individuals, and contribute where appropriate to facilitating health and wellness of the University community
  - Provide programming in the form of psychoeducational groups, contained classroom presentations, and training of resident advisors which can fluctuate throughout each semester
  - Develop, implement, and evaluate programs both independently and collaboratively concerning mental health and wellness

### **Non-Essential Duties:**

- Other duties and special projects may be assigned to meet department and University needs.
- Assist students and other guests who visit the office.
- Serve on committees and task forces with faculty, staff, and students.

### **Experience, Knowledge and Skills Required:**

- Effectiveness and experience in working in interdisciplinary clinical and educational settings
- Knowledge of campus-based mental health systems and understanding of how those systems fit within the larger context of a university

- Possess knowledge of applicable laws, ethical standards, and has ability to effectively give clear, concise direction based on this knowledge
- Expertise and effectiveness in short-term therapy, crisis intervention, and diagnostic issues common in a college environment
- Professionalism including punctuality, organization, timely and accurate documentation, and effective and professional verbal and written communication skills
- Models professional excellence and inspires confidence in others via interpersonal manner and expertise
- Ability to establish working relationships, professional rapport, and effectively accomplish work within a university setting that includes a wide array of individuals, groups, policies, and processes
- Ability to work collaboratively and effectively with individuals and organizations within and outside the university
- Public speaking expertise and large group facilitation skills
- Experience participating in student life programs to increase student success and retention
- Experiencing developing, promoting, and presenting student outreach efforts such as suicide prevention, workshops, training, and presentations on mental health issues
- Proven ability to advocate for students needing referrals or specialized services
- Technically competent and proficient in Microsoft Office.
- Strong written and verbal communication skills and a gift for identifying information that should be escalated immediately.
- Excellent organization and follow-up / follow-through skills to ensure completion of assignments within established timeframes.
- Ability to thrive in a fast-paced environment and to remain calm and resourceful in stressful situations.
- Ability to use absolute discretion when dealing with sensitive, confidential materials; familiarity with FERPA a plus.

**Required Education, Licensure, and Experience**

- Master's Degree in Mental Health Counseling required
- Licensed Clinical Mental Health Counselor Associate (LCMNCA) in North Carolina required, fully licensed (LCMHC) preferred
- Two years of related experience, which must include experience as a licensed clinician providing mental health treatment in a college or university counseling center
- Experience providing care and guidance to emerging adults
- Demonstrated knowledge of student development theory in a mental health context; current psychological/counseling practices and methods; effective strategies for responding to crisis situations and effective mental health promotion strategies

**Application Process**

Qualified candidates should submit the documentation listed below via email to **hr@queens.edu** in (.doc) or (.pdf) format. Incomplete applications will not be considered. Include the following:

1. A cover letter addressing the position qualifications and experience
2. Current CV or résumé
3. Salary requirements
4. Contact information for three professional references.

Be sure to include “**MHC-HWC**” and **YOUR NAME** in your email Subject Line.  
(**Example:** MHC-HWC Shawn Mullin)

**Applications received by November 30, 2021** will receive first consideration. Queens will continue to accept applications until the position is filled.

### About Queens University of Charlotte

Located in the heart of the nation’s second fastest growing metropolitan area, Queens University of Charlotte leverages the city’s diverse and thriving environment as an extended classroom. Nationally recognized for undergraduate programs in international and interdisciplinary education, Queens blends the best of liberal arts learning with professional preparation and community engagement. Focused on supporting success for diverse learners, faculty build close and collaborative relationships with students and help them build intentional and individualized roadmaps for flourishing at Queens and beyond. At the graduate program level, the University offers innovative educational experiences that help learners advance professionally and retool for new opportunities. Our environs afford faculty myriad opportunities to advance their own professional growth and teaching and research interests by collaborating with vibrant industry, non-profit, and community organization sectors.

Because of our history of innovation and our legacy of strong leadership, **Queens is positioned to be among the new forerunners of American higher education.** This is a defining moment for Queens. While other institutions are focused on sustaining and surviving, we are thinking much bigger. Institutions that understand what is needed and are willing to reimagine what is possible can position themselves to thrive and strengthen their market position after the pandemic with innovative approaches that are deeply connected to the world and its greatest challenges.

By 2030, **Queens aspires to become the leading, private, national university of Charlotte** with deep, meaningful, and reciprocal connections to the needs of our local community and economy; inventive and multidisciplinary academic programs that are connected to the world’s most pressing challenges and biggest areas of opportunity; a fully connected, integrated, and innovative set of experiences that support holistic wellness and wellbeing; a culture of continuous improvement and investment that enables faculty and staff to flourish and achieve their full potential; and a comprehensive approach to diversity, equity, and inclusion that begins on campus and radiates throughout the community.

Queens University of Charlotte is an equal opportunity employer and is firmly committed to supporting and celebrating all forms of diversity. Queens does not discriminate on the basis of race, color, gender, sex (including pregnancy, child birth and conditions related to pregnancy or child birth), sexual orientation, gender identity or expression, religion, age, national origin, disability, political beliefs, veteran status, genetic information or any

characteristic protected by law in the administration of its educational and admissions policies, scholarship and loan programs, athletic programs, employment and hiring policies, or other University-administered programs.

Any individual with a disability who needs any reasonable accommodation under the Americans with Disabilities Act to apply for a position or otherwise to participate in Queens' job search/selection process should contact the Director of Human Resources at 704.337.2222.

### **Benefits**

Queens offers comprehensive benefits to eligible employees, including: medical, dental and vision insurance, domestic partner benefits, defined contribution (matching) and supplemental 403(b) retirement plans, vacation and generous paid holidays, tuition remission and tuition exchange, Queens-paid life insurance, supplemental life insurance, dependent life insurance, accidental death and dismemberment insurance, flexible spending accounts (medical, dependent care, Health Savings Account), sick leave and long-term disability leave, paid parental leave, FMLA leave when eligible, reduced cost meals at Morrison Dining Hall, employee assistance program (EAP), free access to the Levine Center, wellness programs. In addition, employees may choose benefits such as pet insurance, critical care insurance and legal assistance.

### **Physical Requirements** *(with or without reasonable accommodation)*

- *Visual Abilities:* Read reports, create presentations, and use a computer system.
- *Hearing:* Hear well enough to communicate with co-workers, vendors, and students.
- *Dexterity, Grasping, Feeling:* Write, type, and use the telephone, copier, and computer systems.
- *Mobility:* Open files and operate office machines; move between departments and attend meetings across campus.
- *Talking:* Frequently convey detailed or important instructions and ideas accurately, loudly, or quickly.
- *Lifting, Pulling, Pushing:* Exert up to 25 pounds for force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- *Cognitive/Emotional:* Ability to critically think and concentrate. Must be able to respond quickly to changes in conditions.

### **Work Conditions**

- Work in office environment, involving contact with students, faculty, staff, , parents, service providers and vendors
- Position may require working flexible hours, including evenings and weekends
- Work related stress: stress from work-related situations such as those involving challenging, urgent, time-sensitive, or multiple matters

*This description is not intended to be an all-inclusive list of the duties and responsibilities of this positions, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended to describe the general nature of this position.*