



Health and Wellbeing Program Manager, USC WorkWell Job Description

JOB INFORMATION

<i>Job Code:</i>	137335
<i>Job Title:</i>	Health and Wellbeing Program Manager, USC WorkWell
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	May oversee staff, students, volunteers, agencies and/or resource employees.; Supervises employees and/or student workers.
<i>Job Family:</i>	Employee Health & Wellness
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	5 Manager

JOB SUMMARY

Oversees the strategy, planning and implementation of engagement and educational events promoting wellbeing across the university. Responsible for custom program components increasing employee engagement and specific resources and activities aimed at improving health, wellness and fitness. Designs social and accessible health and wellbeing programs, wellness competitions and incentive strategies. Directs the facilitation of comprehensive health promotion efforts creating supportive environments that coach staff/faculty to resiliency. Champions the university's vision, culture and values.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Master's degree	Public Health	Or
X		Master's degree	Psychology	Or
X		Master's degree	Social Work	Or
X		Master's degree	in related field(s)	
	X	Doctorate	Public Health	Or
	X	Doctorate	Psychology	Or
	X	Doctorate	Social Work	Or
	X	Doctorate	in related field(s)	

Additional Education

Check here if experience may substitute for some of the above education.

☐ Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		7 years	of experience with wellbeing practices applied to human resources administration, employee engagement and program development.	
X		1 year	of experience in a management role, directing the efforts of others.	
	X	10 years		
	X	4 years	of experience in leadership/management roles.	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Demonstrated experience conducting general health assessment activities (e.g., biometric screenings).
X		Experience in an employer health setting and/or a HIPAA-regulated environment.
X		Proven knowledge of adult learning theories and health promotion best practices.
X		Extensive experience with event and program production.
X		Proven customer service skills for working with faculty/staff, leadership, guests, and local community constituents.
X		Exceptional organizational skills, able to initiate projects, anticipate departmental needs, and prioritize between immediate issues and long-term objectives.
X		Ability to exercise sound judgment in making decisions with minimal supervision and discretion with confidential information.
X		Excellent written and verbal communications skills.
X		Proficiency with Microsoft Office.
X		Proven interpersonal skills, able to establish strong, positive, respectful working relationships and rapport with diverse groups of clients and team members.
	X	Experience in health education and promotion with diverse populations.
	X	Experience building and shaping employee wellbeing programs in complex organizations, conducting employee benefits/wellbeing planning studies and competitive vendor search and selection initiatives.
	X	Demonstrated emotional intelligence and counseling skills founded in empathy, with a culturally sensitive approach.
	X	Ability to draft detail-oriented communications, reports and content for publication, and to effectively communicate with senior leadership.
	X	Proven facilitation, presentation and training skills.
	X	Bilingual communication skills, fluent in English and Spanish.
	X	Ability to manage wellbeing portals/websites with updated engagement opportunities.

Licenses

Req	Pref	License(s)
X		State of California licensed mental health care professional.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
X		Licensed Marriage and Family Therapist - LMFT (CA DCA)	
X		Licensed Professional Clinical Counselors - LPCC (CA DCA)	
X		Licensed Clinical Social Worker - LCSW (CA DCA)	
	X		Certified Health Education Specialist (CHES)
	X		ACHA College Health and Wellness Professional (CHWP)

Other Job Factors

- This position is designated as a Campus Security Authority (CSA) under the Clery Act and must comply with the requirements of said designation.

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Oversees health promotion events and service delivery for general and targeted program participants, managing and delegating staff responsibilities. Leverages				

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
wellbeing knowledge and resources to create engagement opportunities inspiring performance improvement, recruiting and retention. Assists with content development (e.g., print/electronic materials, social media posts). Organizes, coordinates and curates internal/external resources and support.				
Applies health and wellness evidence-based practices to enhance traditional HR offerings, rewards or services. Oversees the planning and implementation of outreach activities and promotional campaigns for social and accessible wellbeing events, workshops and programs. Coordinates initiatives aligned with resources and goals in tandem with annual and unexpected surges in demand. Performs administrative tasks and shapes the development of presentations, discussions and materials and on wellness topics (e.g., sleep, harm reduction, environmental management).				
Coordinates and promotes USC Workwell programming and services. Integrates work-life balance initiatives and theories into HR collateral. Provides incentives for participation and supports the creation of innovative, competitive events. Maintains currency with wellbeing and mental health best practices (e.g., frameworks, tools, technologies) to facilitate innovation and inventive engagement strategies.				
Continuously improves the health and wellness experience for all employees. Determines ideal evaluation methodologies and synthesizes assessment results into key findings. Implements programming changes based on feedback.				
Demonstrates integrity and upholds the principles of the USC Code of Ethics. Maintains confidential client records and abides by HIPAA rules. Designs and implements programs with departmental/university strategic plans. Promotes an inclusive environment, building and maintaining strong cross-functional relationships between varied organizational and university cultures.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/			Yes

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.