



**USC** University of  
Southern California

## Wellness Program Specialist Job Description

### JOB INFORMATION

<i>Job Code:</i>	187231
<i>Job Title:</i>	Wellness Program Specialist
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee staff, students, volunteers, agencies and/or resource employees.
<i>Job Family:</i>	Psychological Counseling
<i>Job Family Group:</i>	Psychology
<i>Management Level:</i>	7 Individual Contributor

### JOB SUMMARY

Assists with the development, coordination, implementation, and evaluation of a school or department's mental health and wellness education and initiatives concerning mental health and wellness, positive psychology, and harm reduction. Identifies campus issues and trends, and initiates thorough assessments and timely consultations for university constituents concerning mental health and wellness, positive psychology, and harm reduction. Coordinates marketing and outreach efforts, recommending any and all appropriate measures to increase the likelihood of distressed persons to get support and professional care. Assists in the development and management of varied wellness initiatives, policies, procedures, data, information systems and resources to increase program awareness. Guides program staff, student workers, and volunteers, enforcing established communicating priorities and performance standards.

### JOB QUALIFICATIONS:

#### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Master's degree		
	X	Master's degree		

#### Additional Education

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

X 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		3 years		
	X	7 years		

#### 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 in the disciplines of wellness, wellbeing, positive psychology, thriving and flourishing, and harm reduction, and with prevention and intervention strategies.
X		Experience in consultation and outreach with diverse populations.
X		Demonstrated proficiency with local, state, and federal laws and regulations related to providing health services, including HIPPA.
X		Experience in academic and/or higher education development, collaborating with prominent faculty, and working understanding of university units, policies, protocols, documentation and databases.
X		Outstanding written and oral communication skills, and proven ability to communicate in a clear, consistent, transparent manner to counsel individuals, foster understanding, and create shared goals.
X		Experience with emergency management and/or behavioral/healthcare intervention activities.
X		Exemplary interpersonal and emotional intelligence, developing relationships with all types of students, staff and alumni, and being particularly sensitive to diverse groups.
X		Demonstrated success in recruiting, retaining, and building diverse teams.
X		Experience applying policies and procedures, writing legal and technical documents, and at assembling, organizing, and conceptualizing numerical data in spreadsheets, databases, reports, and presentations.
X		Demonstrated experience developing communication plans, instructional materials and related content, and with conducting in-person meetings. Lead/guidance skills, with the ability to manage, balance and prioritize different tasks and projects for various projects.
X		Strong analytical and critical thinking skills.
X		Knowledge of risk management and liability issues affecting higher education.
	X	Seven years' experience providing mental health and wellness education, training, and consultation in higher education environments.
	X	Current, professional Master Certified Health Education Specialist (MCHES) or Certified in Public Health (CPH) credentials.
	X	Expertise in clinical assessments, with knowledge of cultural, racial, ethnic, sexual, and generational differences.
	X	Demonstrated experience with social media platforms.
	X	Organization skills and experience administering a comprehensive health program to meet the needs of a diverse community.
	X	Proven ability to manage multi-platform communications and marketing plans involving publications, videos, websites, social media, and public speeches and presentations.
	X	Experience managing financial resources and overseeing budgetary planning.
	X	Knowledge of human resources processes, with experience in mediation, negotiation, staff development, and teaching/training staff.

## Other Job Factors

- May require travel and working evenings and/or weekends, based on business necessity.

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Assists with the development, coordination, implementation, and evaluation of a school or department's mental health and wellness education and initiatives. Helps determine appropriate processes, policies, procedures, projects, and initiatives aimed at improving university wellbeing, modifying existing wellness services and/or creating new program offerings. Supports the establishment of standard operating procedures and guidelines, and coordinating the education and delivery of services to wellness program participants and/or beneficiaries.				
Identifies campus issues and trends, and initiates thorough assessments and timely consultations for university constituents concerning mental health and wellness, positive psychology, and harm reduction. Supports the planning, organization, implementation, evaluation, and marketing of wellness program workshops, trainings, and educational programs for faculty, staff, and students to assist in the recognition of others in distress and in need of help. Recommends appropriate referrals, as needed. Educates the university community regarding the wellness program's role, and oversees communications flow of inquiries, calls, emails, and program follow-ups.				

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Coordinates marketing and outreach efforts, recommending any and all appropriate measures to increase the likelihood of distressed persons to get support and professional care. Helps students with social, medical, fiscal, and academic crises management, delivering awareness of intervention and support management to those that may be experiencing a myriad of challenges and/or crises. Makes referrals to other departments and/or outside counselors, managing cases through to their final outcomes.				
Collaborates with wellness director and other departments and divisions to form wellness teams, developing and engaging strategic plans to enhance the wellbeing of faculty, staff, and students. Assists in the development and management of varied wellness initiatives, policies, procedures, data, information systems and resources to increase program awareness. Learns and applies emerging technologies, and helps ensure confidentiality of information. Prepares and updates resource materials related to wellness, including the university's Virtual Wellness Assistant software, mobile apps, campus training guides, and other online tools.				
Evaluates the logistics of school/department wellness programs, maintaining required documentation and an awareness of best practices in the field of mental health. Coordinates data collection, evaluations, and analysis for health leave and wellness interventions, policies, procedures, and practices. Maintains required and recommended database of interventions, meetings, and follow-up actions. Provides timely assessment for health leaves and follow-ups with students, faculty, administrators, health providers, and others in developing comprehensive leave plans and returns.				
Guides program staff, student workers, and volunteers, enforcing established communicating priorities and performance standards. Schedules, assigns, reviews and corrects work. Screens, interviews, trains, hires staff, provides input for/ conducts performance appraisals, and recommends, initiates, and enforces disciplinary actions. Assists with program budget, expenses and other financial functions, recommends staff compensation increases and/or promotions, as warranted.				
Maintains awareness and knowledge of current best practices in the mental health field. Interprets changes to applicable laws, rules, regulations, policies, procedures, and technologies that may affect operations. Ensures wellness director, staff, program participants, and other relevant stakeholders are informed of changes in a timely manner. Attends professional meetings, seminars, and conferences, and/or contributes to journals or publications, as needed, advancing program visibility and marketing to an appropriate network of contacts.				

## 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: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<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: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			No

## 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.