



## Associate Director, Health and Well-being Program

### Job Description

#### JOB INFORMATION

<i>Job Code:</i>	137337
<i>Job Title:</i>	Associate Director, Health and Well-being Program
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Leads one or more employees performing similar work.; May supervise student, temporary and/or resource workers.
<i>Job Family:</i>	Employee Health & Wellness
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	6 Manager
Associate Director, Health and Well-being Program	

#### JOB SUMMARY

Oversees USC WorkWell Center's Health and Well-being Program, providing day-to-day operational management and administrative leadership. Leads the design and delivery of the Health and Well-being programs and activities (e.g., USC Healthy Campus), overseeing development, planning, budgeting, staffing, communications and marketing efforts. Designs and deploys a variety of evidence-based programs and initiatives for large, demographically complex populations and collaborates with key stakeholders, teams, divisions and units to promote employee wellness in person and online.

#### 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		In
	X		Public Health	Or
	X		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	designing and implementing health and well-being programs for employees in corporate or educational settings.	
X		5 years	hiring, training, managing, and supervising ongoing development of professional staff and interns.	
	X	10 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		Proven knowledge of adult learning theories, health promotion best practices, and outcomes evaluation.
X		Extensive experience with strategy and large-scale program development.
X		Proven customer service skills with demographically complex populations, leadership 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 work in a fast-paced culture with multiple competing priorities.
X		Ability to exercise sound judgment in making decisions independently and discretion with confidential information.
X		Excellent written and verbal communications skills. Proficiency with Microsoft Office.
X		Proven interpersonal skills, able to establish strong, positive, respectful working relationships and rapport with groups of clients and team members.
	X	Proven experience leading successful health improvement programs within institution of higher education or corporate environment using systems approach.
	X	Demonstrated experience serving large employee populations (e.g., staff, faculty, physicians, executives).
	X	Experience managing cross-functional teams.
	X	Proven group facilitation, with strong collaboration expertise and ability to lead and empower work groups comprised of key stakeholders.
	X	Ability to drive innovations in program deployment for increased reach, engagement, and improved outcomes.
	X	High level of emotional intelligence.
	X	Highly organized, detail-oriented, self-directed/motivated professional.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Oversees USC WorkWell Center's Health and Well-being Program, providing day-to-day operational management and administrative leadership. Leads program development, facilitation, implementation, coordination, and evaluation. Supervises and supports teams of wellness staff and interns.				
Leads the design and delivery of the wellness programs and activities (e.g., USC Healthy Campus), overseeing development, planning, budgeting, staffing, communications, and marketing efforts. Designs and deploys a variety of evidence-based programs and initiatives for large university populations (e.g., webinars, trainings, campaigns, wellness challenges, guides, toolkits) and oversees the planning and implementation of outreach activities and promotional campaigns. Contributes to policy development and the coordination of services.				
Collaborates with key stakeholders, teams, divisions, and units to promote employee wellness in person and online. Partners with schools and units to develop well-being ambassadors and teams and develop strategic plans to enhance the well-being of their constituents, encourage health-seeking behaviors, and bolster productivity and engagement.				
Continuously improves the customer experience by determining ideal evaluation methodologies and synthesizing assessment results into key findings. Engages in regular assessment and quality improvement, producing reports as needed. Modifies strategies and implements programming changes based on research, data, and feedback.				
Serves as member of national wellness-based organizations and networks, attends and delivers presentations at conferences and maintains currency of emerging research and best practices. Encourages a workplace culture where all employees are valued, value others and have the opportunity to contribute through their				

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
ideas, words and actions, in accordance with the USC Code of Ethics. Demonstrates commitment to individual and organizational well-being.				

## 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>			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.