



## **Counseling & Psychological Services (CAPS) Post-Doctoral Residency**

### **Introduction**

Thank you for your interest in Western Carolina University's Counseling and Psychological Services (CAPS) post-doctoral residency. Our 2000-hour residency includes opportunities for individual and group counseling, quick access, crisis intervention and therapeutic intake services, outreach services, consultation, psychological assessment, and supervision. Our residency meets the requirements set forth in the North Carolina Psychology Practice Act towards licensure as a Health Services Provider Psychologist.

### **Distinguishing Features of the CAPS Post-Doctoral Residency Program**

- Training in becoming a university counseling center psychologist
- The opportunity to work with an interdisciplinary team of mental health professionals (including psychologists, counselors, social workers, and case managers) in a trauma-informed environment
- Experience counseling students of diverse identities
- Training and experience in providing mental health care in a rural setting
- A team-oriented, collaborative approach including integrated care coordination with WCU's Health Services, Residential Living, and Campus Recreation & Wellness
- Involvement in outreach programs and consultation opportunities with other WCU campus programs and organizations to inform mental health awareness across campus
- Exposure to referrals to outside agencies on campus and in the community, such as the McKee Clinic (for psychological testing), Appalachian Community Services Mobile Crisis (for higher level crisis related assessment and interventions), and Center for Domestic Peace (for sexual assault/domestic violence services)
- Involvement in CAPS committees (e.g., Diversity Committee, Trauma Informed Care Committee, Clinical Services Team, Outreach Committee, Training Committee)
- The opportunity to live and work in the beautiful mountains of Western North Carolina!

### **CAPS Mission**

The mission of Counseling and Psychological Services (CAPS) is to empower students to engage in and be successful in a full range of academic, social, and cultural opportunities through fostering psychological wellness. This aim is achieved through promotion, facilitation, recommendation and provision of mental health services for the University community.

### **CAPS Values**

At CAPS, we value:

- Intentional responsiveness within ourselves and with others created by collaboration, communicated and conducted authentically
- Relationships that are rooted in trust and nurtured by open communication
- Knowledge obtained through lifelong learning and shared through mentoring
- Wellness modeled on an individual and organizational level fostered by respect and intentionality

The CAPS CODE (as developed by WCU CAPS Diversity Committee)

CONNECTION OPENNESS DIVERSITY EQUITY



# The CAPS CODE

**We are a supportive and confidential space.**

**We pursue connection with all members  
of our community.**

**We strive to eliminate barriers.**

**We challenge harmful systems.**

**We work toward equity for all.**

**Western  
Carolina  
UNIVERSITY** | Counseling and  
Psychological Services

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## CAPS & Diversity

CAPS values the cultural identities and diversity of our residents. The following statements regarding diversity are from our training manual:

*From WCU's Office of Equal Opportunity & Diversity Programs:*

<https://www.wcu.edu/discover/diversity/>

Diversity at Western Carolina University is all-inclusive and recognizes everyone and every group as part of the diversity that should be valued. It includes race, ethnicity, gender, gender identity, age, national origin, geography, religion, disability, sexual orientation, socioeconomic status, education, marital status, language and linguistic differences, and physical appearance. It also involves different ideas, perspectives, and values.

*WCU Community Vision for Inclusive Excellence (from the WCU Council on Inclusive Excellence):*

<https://www.wcu.edu/discover/diversity/eodp/council-on-inclusive-excellence.aspx>

The diverse perspectives encountered at WCU are an important part of the preparation of students for roles as regional, national, and global leaders who contribute to the improvement of society. It is expected that members of the WCU community will not only coexist with those who are different from themselves, but also nurture respect and appreciation of those differences. We encourage civil discourse as a part of the learning enterprise, and as a campus we do not tolerate harassing or discriminating behavior that seeks to marginalize or demean members of our community.

*Accommodations for Trainees with Disabilities:*

The residency program at CAPS is committed to providing access for all people with disabilities and will provide accommodations for the training experience if notified. Residents who have any questions regarding their circumstances, life situation, prior experience, or other concerns as it pertains to their candidacy for the training experience are encouraged to contact CAPS' Director or other resources such as the following:

- WCU's Office of Accessibility Resources (<https://www.wcu.edu/learn/academic-services/disability-services/>)
- WCU's Human Resources (<https://www.wcu.edu/discover/campus-services-and-operations/human-resources-and-payroll/index.aspx>)

A specific competency area for the residency is individual and cultural diversity which includes self-awareness, knowledge, and skills as a culturally competent practitioner in a rural mental health setting. As such, residents have opportunities to receive focused professional development as well as experiential clinical work with a diverse clientele. All CAPS staff demonstrate sensitivity to diversity from the point of the Quick Access appointment by asking clients to share aspects of cultural identity that are important to them. Residents also have an opportunity to become Safe Zone trained on topics related to LGBTQIA+ awareness. Staff engage in ongoing professional development once a month which includes topics in diversity. Residents and all CAPS staff also collaborate with campus partners including Intercultural Affairs in providing outreach programs on aspects of diversity. Residents have also had the opportunity to be involved in social justice efforts at WCU including developing specific outreach and consultation efforts aligned with social justice values.

## **Trauma Informed Care**

In the 2020 – 2021 academic year, CAPS (under the direction of our Trauma Informed Care committee) began reviewing policies and practices to better implement principles of Trauma Informed Care across our agency. All staff are provided training on principles of Trauma Informed Care during orientation and throughout the year. We aim to engage in these principles at an organizational level for our clients, staff, and trainees. The principles of trauma informed care (Harris & Fallot, 2001) are the following:

- Safety
- Trustworthiness
- Choice
- Collaboration
- Empowerment
- Cultural, historical and gender issues

## **CAPS Training Program Mission**

The training program at CAPS promotes the development of clinical skills and professional identity for the next generation of mental health professionals. This mission is accomplished through the provision of didactic training, clinical supervision, and direct practice experiences within an interdisciplinary, supportive, and collaborative team environment.

## **Values & Desired Qualities of Trainees**

Counseling and Psychological Services (CAPS) upholds the following training values and desired qualities of all our staff:

1. We value individuals who have a genuine interest in counseling center work and in working with an emerging adult population.
2. We train individuals to be well-rounded generalists, including but not limited to the performance of individual counseling, assessment and diagnosis, specialized center services, groups, and consultation.
3. We take an approach of meeting well-developed individuals where they are and helping them to develop or further refine their skills.
4. Our training is both comprehensive and individualized. We recommend broadly what all our trainees need experience in, and at the same time we work in collaboration with our trainees to help them to advance in what they want and need.
5. We value trainees having a working knowledge of their own values, being self-aware, and invested in further growth in personal and professional awareness.
6. We train in the practice of brief therapeutic interventions drawing from various evidence based practices.
7. We value work with diverse populations and building our trainees' culturally relevant counseling skills.
8. We value intentional treatment. That is, we are thoughtful and directed in our approach to treatment and we encourage thinking through options and alternatives in therapy approaches.
9. We value trainees having a sound theoretical foundation as well as a knowledge of evidence based practice.
10. We value an environment that is respectful, supportive, collaborative, and has a sense of humor.
11. We strive for a balance between structured training and more flexible, individualized training.
12. We value trainees both taking responsibility for as well as asking for guidance with their own learning, self-motivation, self-direction, independent thinking and judgment in professional roles.
13. We value knowledge of and engagement in ethical and legal behavior.
14. We value trainees striving for confidence in their skills while clearly recognizing their limits and practicing within the scope of their competence.
15. We value professional development through supervision.

16. We value trainees being invested in both their own professional development as well as the professional development of their colleagues by sharing their knowledge.
17. We value trainees' engagement in individual and community wellness.
18. We value attention to practice within the larger systems in which we exist including the Division of Student Affairs, Western Carolina University, and the off-campus community as a whole.

### **General Information about CAPS & WCU**

Counseling and Psychological Services (CAPS) exists to enhance the psychological growth, emotional well-being, cognitive development, and learning potential of students in and out of the classroom. This aim is achieved through promotion, facilitation, recommendation and provision of mental health services for the University community. A holistic-wellness model, an ecological perspective, and a teamwork orientation provide the foundation for the development and delivery of CAPS services. Counseling and Psychological Services operates within the division of Student Affairs and reports directly to the Assistant Vice Chancellor for Student Affairs. Counseling and Psychological Services is accredited by the International Association of Counseling Services (IACS) and is a member of the Association of Psychology Postdoctoral and Internship Centers (APPIC), the Association of Counseling Center Training Agencies (ACCTA), and the Center for Collegiate Mental Health (CCMH).

CAPS also abides by the CAPS CODE (as developed by CAPS' Diversity Committee): Connection, Openness, Diversity, & Equity. As part of this code: We are a supportive and confidential space. We pursue connection with all members of our community. We strive to eliminate barriers. We challenge harmful systems. We work toward equity for all.

CAPS (under the direction of our Trauma Informed Care committee) also aims to engage in the principles of Trauma Informed Care at an organizational level for our clients, staff, and trainees. The principles of trauma informed care (Harris & Falot, 2001) are the following: Safety, Trustworthiness, Choice, Collaboration, Empowerment. and cultural, historical and gender issues

WCU is a member institution of the University of North Carolina school system. It has a total student body population of 11,635 students (as of fall 2022) enrolled in both undergraduate and graduate degree programs. The university was originally founded in 1889 as a teacher education program for students in the mountains of western North Carolina but has since grown to provide educational opportunities in over 120 programs. WCU maintains educational accreditation by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC). It is located in the beautiful mountains of Western North Carolina, approximately 50 miles southwest of Asheville, 160 miles west of Charlotte, and 150 miles northeast of Atlanta, GA. The area offers an abundance of outdoor recreational activities including hiking, climbing, paddlesports, mountain biking, wildlife viewing, and fishing. WCU has earned *Blue Ridge Outdoor Magazine's* Top Adventure College five times since 2014 and was inducted into their Top Adventure College Hall of Fame as of 2021. The area is also home to various diverse groups and cultures including local artisans, musicians, the Eastern Band of the Cherokee Nation, individuals of Scots Irish and Southern Appalachian heritage, and other traditions.

WCU's overall fall 2022 student body profile statistics are available on WCU's Office of Institutional Planning and Effectiveness [Student Body Profile](#).

Specific data and statistics about CAPS visits is available in the [2021-2022 WCU Student Affairs Annual Report](#)

### **CAPS Outreach Programs and Other Initiatives**

CAPS is pleased to highlight several initiatives in which residents could become involved. We are continuing to develop a working relationship with campus partners such as WCU Athletics, Intercultural Affairs, Military Student Services, Mentoring and Persistence to Success (MAPS), the Cherokee Center and other departments to provide opportunities for

residents to provide outreach programs or consultation to these offices and the students they serve. We continue to engage in suicide awareness and prevention efforts on campus. CAPS staff are also involved in the campus Safe Zone program for LGBTQ+ awareness and provide the opportunity for residents to become Safe Zone trained. CAPS is also involved in providing outreach programs in conjunction with Residential Living to on campus residents on various topics related to psychological wellbeing. CAPS also provides opportunities for Residents to learn the administrative and leadership aspects of being a psychologist by participating in committee work.

CAPS has also released a series of self-help videos and resources for students that are available on our website at <https://www.wcu.edu/experience/health-and-wellness/caps/self-help.aspx> and <https://affiliate.wcu.edu/caps-cope/>.

### **CAPS Residency Aims & Training Model**

The overall aim of the CAPS Residency Program is to assist new professionals in the transition from the doctoral residency experience to licensure. CAPS seeks to support individuals and the university counseling center profession by providing a high-quality training experience that fosters the new professional's identity development as an emerging psychologist and as a student affairs professional. This aim is accomplished by providing training and experiences in developing clinical skills, collaborative skills for operating within an interprofessional and interdisciplinary team, and overall professional identity development as a counseling center psychologist.

The CAPS' Residency is grounded in a Practitioner-Mentorship Training model. The model is also embedded in diversity reflective and trauma informed care practices. We provide mentorship throughout the experience to provide the resident with ongoing support and connection to help them develop in their confidence and competence. The CAPS' licensed clinicians provide clinical and professional role modeling, opportunities to collaborate in outreach or consultation, and opportunities to assist in program development. The formal mentoring process occurs in individual supervision with a licensed psychologist, case conference group meetings with interdisciplinary staff, and monthly all-staff professional development. Residents participate in all aspects of service delivery provided by CAPS. These services are supervised by a licensed staff psychologist.

### **Roles and Responsibilities**

#### *Training*

The Residency offers supervised training and experience in the typical service areas of a university counseling center including individual and group therapy, outreach, crisis intervention, consultation, training, and administrative duties. Residents are trained to provide these services first through an orientation program at the onset of the experience and through professional development meetings. The clinical services are supervised by a licensed psychologist. The resident also participates in case conferences with CAPS staff representing a variety of theoretical perspectives which allows them to be exposed to, to explore, and to implement these perspectives. These clinical experiences are aimed to develop the skills and competencies necessary to practice as a counseling center psychologist.

The resident participates in two hours weekly of training/instruction which is met through a combination of professional development seminars and assigned reading by the primary supervisor.

The sample professional development seminars include:

- Working with Cherokee Students
- Outreach Skills
- Trans and Non-Conforming Gender Affirmative Assessment
- Consulting with Faculty/Staff/Parents

- Trauma Informed Care (Parts 1-3)
- Clinical Supervision Mastery
- Race Based Traumatic Stress and Healing
- Safe Zone Training
- Diversity Skills Training

The resident will have dedicated funds to attend a conference outside of the university.

Each resident is allowed two hours per week for studying for the EPPP. During the summer, when the office is less busy, the resident may dedicate more time to this task.

*Clinical Responsibilities*

The Residency offers supervised experience in all service areas of the counseling center. These responsibilities include:

- Managing a regular caseload of individual clients
- Providing intake appointments and ongoing individual therapy
- Providing crisis counseling for walk-in appointments
- Facilitating groups
- Providing supervision to masters’ and doctoral level trainees (as available)
- Developing and Implementing outreach programming

*Consultation*

CAPS strives to support the WCU campus community by consulting with campus partners. The resident is involved in these efforts. The resident will develop a consultation relationship with one of the offices on campus and will develop a program to offer to that office and/or to the students that office serves. This will serve as a ‘consultation project’ as a part of the residency program.

*Administrative Tasks*

The resident is expected to complete all documentation of all activities. Additionally, the resident will participate in one (and no more than two) of the center wide committees. The resident takes part in staff meetings.

*Supervision*

The resident is engaged in two-hours of supervision weekly with a licensed psychologist.

**Details of CAPS Residency, Salary and Benefits**

The residency is a one-year full time experience. The start date for the residency is based on the date of employment for the resident. See below for a sample weekly schedule. Please note that this is an approximation and that the actual number of hours spent in each activity may vary from week to week and from semester to semester.

<b>FACE TO FACE DIRECT CLIENT CONTACT (hrs/wk)</b>	
Quick Access	6.5
Group Therapy	1.5
Open Clinical Hours (this includes intakes, personal counseling appointments, therapeutic consultations, psych testing,	15.0

outreach and consultation, other direct services)	
<b>TOTAL CLIENT CONTACT (approx.)</b>	<b>23</b>

<b>TRAINING (hrs/wk)</b>	
Primary Individual Supervision	2
Professional Development (Seminar + individual readings)	2-3
Providing supervision (apprentice)	1
<b>TOTAL TRAINING</b>	<b>5-6</b>

<b>ADMINISTRATION (hrs/wk)</b>	
Prep Work/Paperwork	9
Meetings, committees	3
<b>TOTAL ADMINISTRATION (approx.)</b>	<b>12</b>

Compensation: \$55,000 plus benefits including health insurance, vacation and sick leave (16 hours of vacation and 8 hours sick leave accumulated each month).

Please consult with Human Resources regarding current benefits options. More information is also available at <http://hr.wcu.edu>.

### **Application Process & Requirements**

Openings for our positions are announced on the WCU website and are announced through various listserves (e.g., ACCTA and AUCCCD). Interested individuals will need to complete the application on the WCU website ([jobs.wcu.edu](http://jobs.wcu.edu)).

This is a standard procedure for all WCU employees as psychology residents are classified as WCU staff.

Further information is available at the following links:

WCU Human Resources <http://hr.wcu.edu>

<https://www.wcu.edu/discover/leadership/office-of-the-chancellor/legal-counsel-office/university-policies/index.aspx/university-policies/index.aspx>

[University Policy 98 Employment Background Screening](#)

[University Policy 8 Dual Employment](#)

[University Policy 22 Intra-Institutional Professional Activities for Pay](#)

[University Policy 36 Fraudulent Disclosure and Willful Nondisclosure of Information Relating to Applications for State Employment](#)

[University Policy 38 Illegal Drugs and Illegal Use or Abuse of Alcohol](#)

[University Policy 46 Immigration Reform and Control Act of 1986](#)

[University Policy 57 Employment of Related Persons](#)

[University Policy 58 Improper Relationships between Students and Employees](#)

[University Policy 69 Re-Hiring an Individual Previously Terminated from Employment by WCU](#)

[University Policy 71 Children in the Workplace or Unsupervised on Campus](#)

[University Policy 92 Hiring Internationals at Western Carolina University](#)

**Residents are classified as WCU employees and as such must have an authorization to work in the United States of America.** Western Carolina University uses E-Verify to confirm employment eligibility of all newly hired employees. To learn more about E-Verify, including your rights and responsibilities, please visit [www.dhs.gov/E-Verify](http://www.dhs.gov/E-Verify). Proper documentation of identity and employability are required at the time of employment.

**All new employees are required to have listed credentials/degrees verified within 30 days of employment.**

In considering places to live in the area, we encourage staff and residents to have access to reliable transportation and to be mindful of commute times for their own personal needs, to consider the impact on distance on being able to engage with work related activities, and to consider your own work/life blending. For example, we sometimes participate in after-hours or weekend outreach events or at times have to respond in-person to on-campus crises after hours (e.g. if a major campus tragedy happened like a student death, etc.). While these after hours events are more the exception than the rule, they are just something to take into account when looking at places to live. **Our work hours are M – F, 8 AM – 5 PM, and we regularly have meetings and/or client obligations that start at 8 AM and are scheduled till 5 PM.** Staff in the past have typically lived in places including Cullowhee, Sylva, Dillsboro, Bryson City, Franklin, Waynesville, and Clyde. **Please also know that since we are in a rural area, public transportation and pedestrian-friendly options to get to campus are very limited.**

We strongly recommend that applicants who successfully match to the WCU CAPS residency program **allow sufficient time to move and get settled in the area prior to the first day of residency** as this can at times be a challenge living in a rural community where local businesses can have limited hours. The beginning of the residency year includes an intensive orientation schedule from 8 AM – 5 PM each weekday that may not allow sufficient time for outside errands or other time outside the office.

#### **COVID-19 Information (updated 11/24/2021)**

We would like to make applicants aware that we are currently taking the following precautions at WCU CAPS to protect the physical and emotional health and safety of CAPS staff, trainees, and clients:

- Applicants are welcome to email Jay ([jay.manalo@wcu.edu](mailto:jay.manalo@wcu.edu)) with any specific questions about the residency program. If an interviewee wishes to arrange an in-person visit or tour of CAPS or a separate Zoom meeting with the Training Director after the interview process or to contact current residents, they are welcome to contact the Training Director ([jay.manalo@wcu.edu](mailto:jay.manalo@wcu.edu)) to request this, but this is completely voluntary and not a required part of the interview process.
  - WCU has also developed a virtual campus visit that you can check out:  
<https://www.wcu.edu/apply/undergraduate-admissions/visit-wcu/virtual-tour/index.aspx>
- As of fall 2021, CAPS is providing a mix of both in-person (with face coverings and physical distancing) and telemental health (via phone/HIPAA compliant Zoom).

During this unprecedented time, it is of course possible that experiences outlined in this brochure as well as other operations at CAPS may change in order to continue to promote the physical and emotional health and safety of CAPS staff, trainees, and clients.

Applicants with concerns related to COVID-19 are encouraged to share these with the Training Director ([jay.manalo@wcu.edu](mailto:jay.manalo@wcu.edu)).

WCU campus-related COVID-19 updates can be found at:  
<https://www.wcu.edu/coronavirus/index.aspx>

### **For More Information**

I hope that you will give strong consideration to submitting your application to our residency program! I wish you all the best in your match process. For more specifics about the content of the residency program, email me.

Sincerely,

Michael Jay Manalo, Ph.D., HSP-P, NCC  
Associate Director/Training Director/Licensed Psychologist  
Pronouns: He/Him/His  
Counseling and Psychological Services (CAPS)  
Western Carolina University  
225 Bird Building  
Cullowhee, NC 28723  
Office: 828-227-7469  
Fax: 828-227-7004  
Email: [jay.manalo@wcu.edu](mailto:jay.manalo@wcu.edu)  
Website: <https://caps.wcu.edu/>