



Director of Student Health  
Tulane University  
Division of Student Affairs  
New Orleans, Louisiana

## THE SEARCH

Tulane University seeks an experienced, student-centered physician leader to serve as the Director of Student Health within the Division of Student Affairs. The Director will provide strategic and administrative leadership for a comprehensive, campus-based student health clinical operation spanning two locations and serving a diverse population of undergraduate, graduate, and professional students. This role will play a critical part in advancing inclusive, high-quality, and accessible healthcare while supporting the holistic success and wellbeing of Tulane students.

The Director will be joining a vibrant and mission-driven academic community at an important moment of opportunity. Student Health is poised for dedicated leadership to build a foundation of trust, excellence, and forward momentum. This is a compelling opportunity for a seasoned collegiate health leader to guide a dedicated clinical team, strengthen operations and culture, and help position Student Health as a critical partner in Tulane's broader health and wellness ecosystem.

Located in the unique and iconic city of New Orleans, Tulane is a highly regarded and selective independent research university and a member of the prestigious Association of American Universities (AAU). Tulane offers undergraduate, graduate, and professional degrees across the liberal arts, science and engineering, architecture, business, law, social work, medicine, and public health. Tulane University Campus Health is fully accredited by the Accreditation Association for Ambulatory Health Care (AAAHC) and serves more than 14,000 students across the Uptown and Downtown campuses.

Reporting to the Assistant Vice President for Campus Health & Wellness, the Director of Student Health will be a collaborative, clinically credible leader who can balance operational oversight with a student-centered approach to care. The Director will oversee primary care, sexual and reproductive health, travel medicine, immunizations, allergy services, pharmacy operations, and medical oversight of Tulane Emergency Medical Services, while supervising physicians, advanced practice providers, and partnering closely with nursing leadership. Through clear expectations, strong communication, and consistent leadership presence, the Director will foster a positive staff culture and advance service

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excellence across Student Health. The Director must be a highly effective administrator, bringing strong organizational leadership, operational acumen, and the ability to effectively manage complex systems and processes.

Beyond day-to-day clinical operations, the Director will contribute to university-wide efforts to anticipate and respond to student health needs, including quality improvement initiatives, accreditation, and crisis response. As a member of the Campus Health & Wellness leadership team and the Division of Student Affairs Directors' Team, the Director will work closely with campus partners to ensure Student Health remains responsive, integrated, and aligned with institutional priorities.

Tulane University has retained Isaacson, Miller, a national executive search firm, to assist in this search. All applications, inquiries, and nominations, which will remain confidential, should be directed to the search firm as indicated at the end of this document.

## ABOUT TULANE UNIVERSITY

Tulane University, founded in 1834 and a member of the Association of American Universities, is a major comprehensive research institution with more than 1,200 full-time faculty and approximately 2,900 staff. The University's 8:1 undergraduate student-faculty ratio allows Tulane students to receive the personalized attention of a smaller liberal arts college along with the resources of a major research institution. Student success remains a priority, with a 93% retention rate and an 87% six-year graduation rate, and about 20% of graduates remain in Louisiana, reinforcing Tulane's impact on the region.

Student life spans two campuses and includes more than 300 student organizations, Division I athletics, and a large fraternity and sorority community. Over 4,500 undergraduates live on the Uptown campus, supported by ongoing investments in residential facilities such as the Village project. The downtown campus anchors Tulane's clinical and professional education programs and maintains strong partnerships with major healthcare systems and other organizations driving innovation and regional impact.

To find out more about Tulane University [click here](#).

## ABOUT THE DIVISION OF STUDENT AFFAIRS

Tulane University's Division of Student Affairs serves undergraduate, graduate, and professional students. The Division's mission is to cultivate support, connection, and growth throughout the student experience. Dedicated to fostering a community where everyone thrives, Student Affairs provides excellence and innovation in housing, health, support, and counseling as well as recreation, venues for understanding, and opportunities for resolution. Student affairs steadfastly supports students. Whether through educational opportunities and programs, building a healthier campus, or during times of crisis, the division embodies Tulane's motto "non Sibi, sed suis" or "not for oneself, but for one's own." The Division of Student Affairs is led by Dr. Sarah Cunningham.

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## Campus Health & Wellness

The mission of the integrated Campus Health & Wellness team is to advance the health and well-being of Tulanians by providing a comprehensive suite of services and educational opportunities that emphasize all modes of care—prevention, maintenance, and treatment. Staff are committed to espousing the values of inclusivity, respect, integrity, collaboration, and compassion in all forms of work and in welcoming spaces that foster community engagement and provide high-quality care. Led by the Assistant Vice President for Campus Health & Wellness, the Campus Health & Wellness Team is comprised of approximately 100 full-time and graduate employees, in addition to student employees. The Campus Health & Wellness portfolio includes: Campus Health, Campus Recreation, Counseling & Psychiatric Services, Health & Wellness Operations & Finance, and the Well for Health Promotion.

Led by the Director of Student Health, Campus Health is part of the Division of Student Affairs Campus Health & Wellness team. Campus Health is a comprehensive, student-centered department dedicated to advancing the overall health and wellbeing of Tulane students. The department delivers care through medical treatment, preventative care, and an on-campus pharmacy. Additional services include immunization and insurance compliance support, recovery programs for substance use, care coordination and referrals, and student-led health initiatives. Campus Health operates two clinics, one on each Tulane campus, ensuring accessible care for students in both campus settings.

To find out more about Tulane University's Division of Student Affairs [click here](#).

## ROLE OF THE DIRECTOR OF STUDENT HEALTH

Reporting to the Assistant Vice President for Campus Health & Wellness, the Director of Student Health provides strategic and operational leadership for a comprehensive, campus-based primary care clinic across two locations, contributes to the coordinated leadership of the Student Health and Wellness unit, and offers university-wide guidance in anticipating and responding to student health needs. This leader demonstrates strong clinical acumen, strategic insight, and a proven ability to create environments that support inclusive, high-quality care that is welcoming and accessible to all Tulane students.

The Director assumes overall responsibility for all components of a thriving Student Health Center, providing student-centered leadership and support for a multidisciplinary team comprised of clinical, operational, and administrative support professionals skilled in caring for students. The Director maintains a limited clinical practice, providing direct patient care approximately one half day per week.

In alignment with the Student Health strategic plan, the Director of Student Health develops, implements, evaluates, and oversees Primary Care, Sexual and Reproductive Health, Travel, Immunization, and Allergy services. This role shares responsibility for administrative functions that directly impact medical services and collaborates closely with the senior leadership team on overall planning, operations, and administration.

The Director supervises the Assistant Medical Director and clinical provider staff, including physicians, nurse practitioners, and physician assistants, while working in close partnership with the Nursing Manager to coordinate care delivery and foster collaboration between providers and nursing staff. This role also oversees the supervision and management of the Student Health Pharmacy and its staff. Student Health is comprised of approximately 27 full-time and 3 part-time employees. The Director will provide medical oversight for the pharmacy and nurse practitioners, who practice under the Director's clinical licensure in accordance with applicable regulations.

Additionally, the Director maintains medical oversight of Tulane Emergency Medical Services (TEMS) and plays a significant role in quality improvement initiatives, accreditation processes, and compliance activities. The Director serves as a member of departmental and divisional crisis response teams.

As a member of the Campus Health and Wellness leadership team and the Division of Student Affairs Directors' Team, the Director leads and manages clinical health services that contribute to a health-promoting campus, fosters a positive and supportive staff experience within the Campus Health Center, and advances the strategic priorities of the Division of Student Affairs. The Director must effectively balance the administrative and clinical components of the role while leading a dynamic, collaborative, and highly skilled team.

## KEY OPPORTUNITIES AND CHALLENGES FOR THE DIRECTOR OF STUDENT HEALTH

To be successful, the Director of Student Health will address the following key opportunities and challenges:

### **Establish steady leadership through clear, consistent direction.**

The Director will enter at a moment when staff are seeking steadiness after prolonged leadership transitions and shifting expectations. They must establish credibility with visible presence, informed decision-making, and consistent follow-through. Transparent, frequent communication and realistic priorities will be essential to fostering confidence and morale. Over time, the Director will cultivate an environment that will allow the organization to operate with great stability, cohesion, and direction.

### **Unify a complex multidisciplinary team around student-centered care.**

The Director will lead a diverse clinical and operational team that includes providers, nursing staff, administrative staff, pharmacy personnel, and Tulane EMS. Aligning these groups will require fluency across disciplines and a willingness to bring people together. The next Director will have experience setting clear expectations, reinforcing collaboration, and upholding service standards that are critical to fostering administrative and clinical excellence, teamwork, trust, and accountability. They will unify the team, strengthening both internal culture and the overall quality of the student experience.

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### **Strengthen multi-site care through quality improvement, innovation, and accreditation standards**

The Director will oversee services across two locations and ensure consistency, access, and efficiency at both sites. In addition to ensuring consistent quality, the Director will introduce proactive planning and strategic priorities to enhance the work of Student Health with efficiency and effectiveness in mind. As Tulane's footprint expands, particularly downtown, service demand is likely to become more complex and varied. The Director will implement thoughtful capacity planning and workflow design to balance immediate pressures with long-term clinical strategy. The Director will also steward AAAHC accreditation and use quality improvement practices to reinforce clinical consistency, compliance, and reliability. Tulane's expanding use of telehealth and technology-enabled services provides additional tools to improve access and responsiveness. The Director will continue to ensure these efforts remain tightly aligned and with high standards of care, patient privacy, and staff sustainability.

### **Administrative leadership and operational excellence**

The Director serves as the senior administrative leader for Student Health and is responsible for the day-to-day management of operational, financial, and organizational functions across the department. This includes oversight of WaveWorks, budgets, staffing, scheduling, procurement, and compliance with institutional, state, and federal requirements. A key focus of the role is building and maintaining a strong operational infrastructure that enables clinical teams to perform effectively and consistently.

The Director will lead workforce planning, recruitment and retention strategies, and ensure clear delegation and role clarity across staff. They will also develop and maintain policies, procedures, and reporting systems that support accountability and informed decision-making. In addition, the Director serves as a liaison with university partners and external stakeholders to ensure alignment with broader institutional priorities. This role requires a highly skilled administrator who combines strategic thinking with operational precision to ensure efficient and sustainable operations.

### **Strengthen campus partnerships and ensure strong leadership in critical situations**

The Director will play a central role in strengthening campus partnerships by clarifying roles, communication pathways, and escalation protocols for student health needs. Building relationships with Student Affairs, academic leadership, and medical partners will be central to the role's effectiveness. The Director will play a pivotal role during medical crises such as public health events and related emergencies. Through consistent engagement with institutional colleagues and steady leadership, they will position Student Health as both a reliable resource and a trusted presence during times of heightened risk.

## **QUALIFICATIONS AND CHARACTERISTICS**

### **Required Education & Experience**

- A licensed provider (MD or DO).

- Completed an accredited post-doctoral residency in Family Medicine, Pediatrics, or Internal Medicine.
- Board eligible in a primary care specialty, and be eligible for licensure in the state of Louisiana by date of hire.
- Five years' experience in a healthcare setting including two years of managerial or administrative experience.

### **Required Knowledge, Skills, & Competencies**

- Demonstrated success in leading and managing in a clinical setting.
- Goal oriented skills with clear ability to manage resources to achieve institutional benchmarks.
- Extensive knowledge of current and emerging college health issues and evidence-based practice, as well as ability to apply this knowledge to college-age population through assessment, program planning, implementation, and evaluation.
- Oral and written communication skills that contribute to effective collaboration with students/faculty/staff and other constituents.
- High level of organizational skills and proven record of delivering quality results in a timely and collaborative manner.
- Ability to manage projects and deliver results.
- Ability to work successfully with a diverse community.
- Demonstrated ability of customer service orientation, collaboration, and cooperation across a college campus.
- Knowledge of change management with demonstrated skills of evolving operations to meet the changing needs of the college student population.
- Demonstrated competency of supervising and training clinical staff with an emphasis on customer service and clinical best practices.
- Knowledge of best practices for use of EMR, telehealth, remote work, and other technology-enabled multidisciplinary services.

### **Preferred Qualifications**

- Board certification in a primary care medical specialty.
- Experience with developing and executing a campus model for success in Student Health & Well-Being.
- Leadership experience in a clinical setting, preferably a college setting; progressive experience as a physician-to-physician leader.
- Experience with personnel management, including hiring, performance evaluation, and performance improvement.
- Experience with electronic medical records, quality improvement, and accreditation standards and protocols.

- Exemplary interpersonal skills, human capital management skills, customer service skills, communication skills, organizational skills, and ability to use relevant data to make informed decisions.

## APPLICATIONS, INQUIRIES, AND NOMINATIONS

Screening of complete applications will begin immediately and continue until the completion of the search process. Inquiries, nominations, referrals, and CVs with cover letters should be sent via the Isaacson, Miller website: <https://www.imsearch.com/open-searches/tulane-university/director-student-health>

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