

COORDINATOR, CASE MANAGEMENT

DEFINITION

Under general supervision, provides case management for the Behavior and Wellness Team (BWT), manages action plans to assist students with complex challenges and barriers to their success; serves as part of the leadership team of the BWT; position conducts the vast majority of direct outreach and follow-up with students of concern; maintains positive and open relationships with a wide range of local community providers for mental health referrals; primarily responsible for tracking, documenting, and following up as students work through individualized recommendations, and/or interventions assigned by the BWT on a case-by-case basis.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Dean, Access and Wellness. Exercises no direct supervision of staff.

CLASS CHARACTERISTICS

This is a coordinator classification responsible for conducting the vast majority of direct outreach and follow-up with students of concern. Incumbents at this level also maintains positive and open relationships with a wide range of local community providers for mental health referrals; primarily responsible for tracking, documenting, and following up as students work through individualized recommendations, and/or interventions assigned by the BWT on a case-by-case basis. This class is distinguished from the Dean, Access and Wellness in that the latter has overall responsibility for all functions of the Access and Wellness Department and for developing, implementing, and interpreting public policy.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Participates as a member of the BWT as well as receive, review, and notify BWT members of all referrals.
2. Provides case management for all cases referred to the BWT and respond to situations involving threat of harm to self or others and that require action to ensure the safety of the College community including communicate with parents, families, and/or designated emergency contacts as appropriate regarding significant mental health emergencies, including suicide attempts, hospitalizations, etc.
3. Coordinates and tracks BWT action plans and ensure continuity of care as needed.
4. Assists referred students in making use of College and/or community services and benefits by monitoring and track individual cases and progress to ensure compliance with recommendations, on-going assessment and address new or emerging concerns as they arise or transition from campus services to external community providers (e.g. psychiatric/psychological treatment services, housing, food, etc.), and from external providers to appropriate College services (e.g. upon return from hospitalization).
5. Prepares reports, statistics, assessments, evaluations, and presentations documenting BWT usage in a timely manner and carry on necessary correspondence.

6. Consults regularly with relevant departments on campus regarding services, access, and care to maintain strong collaborative relationships with campus partners in Counseling, ACCESS, Student Health Services, Police and Campus Safety, Student Life Office, and other areas to provide a comprehensive network of support for students in need.
7. Maintains electronic database of BWT records to make sure that all correspondence, notes, and action items are accurately documented.
8. Provides consultation, guidance, and follow-up, for employees who are working with students of concern and/or who are in crisis by assisting and pre-assessing student behaviors as needed and connecting students to campus and community resources.
9. Facilitates information sharing, as permitted by FERPA, with identified entities including but not limited to campus departments, faculty, staff, parents, families, and designated emergency contacts (as appropriate) regarding BWT cases and serious mental health emergencies, as well as student issues or campus emergencies.
10. Responsible for leading evidence-based training and assessment that addresses contemporary concerns in a college population and other educational initiatives for faculty, staff, and students regarding awareness of and reporting options for the BWT, in collaboration with appropriate campus partners.
11. Assists with maintaining the current directory of community resources available to students, website updates and promotional content regularly.
12. Assists in the development and implementation of BWT policies and procedures including but not limited to outreach and education, campus wellness initiatives, departmental publications, and social media.
13. Assists with student satisfaction surveys and other methods for data collection and assessment of BWT services.
14. Assists with the maintenance of the BWT budget including accounting and purchasing.
15. Represents the BWT on various campus and community committees and initiatives.
16. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
17. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
18. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
19. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
20. Prepares and delivers oral presentations related to assigned areas as required.
21. Performs other related or lower classification duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Higher education law (including Title IX, Clery Act, Campus SaVE, and VAWA) and student development theories.
3. Case management software and performing work in databases.

4. National Behavioral Intervention Team Association (NaBITA) threat assessment tools, WAVR21, SIVRA-35 or risk rubrics to classify threats.
5. Relationship building and accessing local and national resources for students.
6. Conflict resolution, de-escalation, and crisis management skills.
7. Student development and case management models to aid in the personal growth and development of college-aged individuals.
8. Record keeping principles and procedures.
9. English usage, spelling, vocabulary, grammar, and punctuation.
10. Modern office practices, methods, and computer equipment and applications related to the work.
11. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills and Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Communicate clearly, both verbally and in writing.
5. Work well as part of a team and skill in educational programming.
6. Think critically and solve problems, as well as handle a large caseload of students.
7. Establish and maintain a variety of filing, record keeping, and tracking systems.
8. Interpret, apply, explain, and ensure compliance with applicable federal, state, local, and College policies, procedures, and regulations.
9. Apply good judgment and ability to handle confidential/sensitive information with discretion.
10. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
11. Use English effectively to communicate in person, over the telephone, and in writing.
12. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
13. Develop outreach marketing materials.
14. Work with and demonstrate respect for a diverse academic environment, inclusive of students, faculty, and staff of varying social, ideological, ability, economic, cultural, gender/sexuality, and racial/ethnic backgrounds.
15. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
16. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
17. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to graduation from a regionally accredited four-year college or university with major coursework in psychology, sociology, social work, health and human services, or related area; and
2. Two (2) years of experience working as a Case Manager at an educational institution with student care, behavioral intervention, crisis intervention, substances abuse prevention, college populations, and/or related area.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate to loud noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff, students, and/or the public in explaining, interpreting, and enforcing campus policies and procedures.

Amended: 6/2023