The Case Manager is part of the Office of Student Social Services in the Division of Student Affairs. Student Social Services’ mission is to provide students with interventions, education, and access to resources which empower them to address barriers relative to academic progress and personal success. This office is committed to providing students in need with programs and services that will address their unmet needs, and support them in innovative and creative ways as they pursue their academic goals. The Case Manager is responsible for providing direct case management services to students in need as well as support the office’s initiatives, programs, and outreach. The Case Manager is also a professional member of the CARE Team and will assist in the assessment, intervention, and follow up of students of concern cases.

QUALIFICATIONS

- A Bachelor's degree in related/relevant area or an equivalent combination of education and experience, and at least 3 years of experience from which comparable knowledge and skills can be acquired is necessary

Preferred qualifications:

- Master’s degree in social work, counseling, psychology, higher education, or related field is preferred
- One year minimum experience in the coordination of care and services, follow up, and assessment
- Experience in higher education setting is strongly preferred

KNOWLEDGE, SKILLS, & ABILITIES

Possess conceptual knowledge of theories, practices and procedures within the social work field and student development.

Highly developed and effective skills in resolving complex and challenging situations, showing consistently good judgment.

Experience working with young adults and a diverse population.

Working knowledge of state and federal laws, not limited to, Title IX, VAWA, Clery Act, FERPA, as well as professional ethics or regulations that govern the work.

Ability to manage multiple critical tasks, has attention to detail, and prioritize duties.

Works well independently in a high traffic work environment.

Effectively communicate through various mediums and create a trusting, supportive rapport with students. Comfortable in the use of computer technology (i.e. email communication, web pages, PowerPoint, web-based surveys, etc.).
Must have demonstrated commitment to diversity and success in working with diverse constituencies, both domestic and international. Demonstrated commitment to working with multicultural populations, and an awareness of issues affecting women, minorities, and persons with disabilities preferred.

**JOB DUTIES**

Support student success through intervention, support, and prevention. This includes assisting students who face complex issues and crises.

Connect students with resources, on and off campus. Educates on relevant policies and procedures.

Monitor student progress from initial contact through resolution. Provides consistent follow up to students and referring parties.

Build and maintain working relationships with community agencies and service providers. Identify and document the network of campus and community services to meet specific needs related to academic stress, mental health services, financial support agencies, food and housing services, etc.

Serve as a professional member on the University Campus Assessment, Response & Evaluation (CARE Team.

Maintain records and uphold confidentiality. Manage caseload using Maxient and communicates with campus partners regarding students of concern.

Gather data, compile information, evaluate, and prepare reports and plans for comprehensive needs.

Oversee implementation of Triton Pantry programs such as snack packs, Triton Mobile Pantry, and SNAP applications. Assists with operations of Triton Pantry.

Develop and implement outreach and education to the campus community on issues of basic needs insecurity.

Provide supportive programming for targeted student populations such as student parents.

Keep abreast of federal and state policy changes that will affect the scope or practice of case management. Participate in research, departmental and campus committees, programs and projects as assigned.

As needed, this position also assumes other responsibilities assigned by the Director of Student Social Services or the Student Affairs Office.

**Salary Range**

$18.00-$20.70/hr

**Application Deadline**

July 6, 2019

**Application Instructions**

Applicants must combine all application materials (cover letter, resume, and list of three references with contact information) into one PDF or Microsoft Word document and upload as a resume attachment. Limit document name to 50 characters. Maximum size limit is 11MB. Do not include special characters (e.g., /, &, %, etc.).
For questions about how applicants apply, please call (314) 516-5805, or if you are experiencing technical problems, please email mailto:pshrsupport@umsystem.edu.