

Position: Case Manager, Basic Needs (Categorically Funded\*)

Grade: 30 (Management Salary Schedule)

*\* The position is to be funded by the Mental Health grant. After these grants expire, the position will be funded by Student Health Services.*

### **Summary**

The Case Manager will focus on promoting holistic student wellness through providing early support and follow-up for complex situations involving students of concern. The Case Manager will monitor students and develop action plans to facilitate referrals to on-and off-campus resources. In addition, the Case Manager will develop and lead programs, trainings, and workshops for faculty, staff, and students that support holistic student development and success, associated with their job responsibilities and develop a social work field placement and/or internship. The Case Manager will report directly to the Vice President of Student Services.

### **Distinguishing Career Features**

Provide case management to at-risk students requiring support related to basic needs. The position requires demonstrated skill in case management, social work, and community resourcing.

### **Essential Duties and Responsibilities**

- Develop and maintain a database of referral resources for social service agencies within the local community; facilitate relationships with off-campus agencies and resources to connect students to long-term support.
- Conduct initial intake meetings with students to assess needs for appropriate referrals.
- Works with academic deans, department chairs and faculty regarding individual students and behaviors, which affect the classroom environment; receives and addresses faculty concerns relative to student academic matters.
- Coordination and outreach of support services, including referral and liaison with housing agencies, social services, mental health services, financial support agencies, food services, and other basic needs resources for students.
- Assists students in making use of College and/or community services and benefits by monitoring and tracking individual cases and progress to ensure compliance with recommendations, ongoing assessment and address new or emerging concerns as they arise or transition from campus services to external providers (e.g. psychiatric/psychological treatment services, housing, food, etc.), and from external providers to appropriate College services.
- Provide crisis intervention for students with immediate definable needs such as shelter, food, financial, transportation, and legal support.
- Participates as a member of the Crisis Assessment, Intervention, and Response (CAIR) Team, as well as receive, review, and notify CAIR Team members of all referrals. Coordinates and tracks CAIR Team and Basic Needs action plans and ensures continuity of care as needed.
- Oversee the Falcon's Nest (basic needs office) which coordinates the clothing closet, food pantry, and community resource office.

- Plan, develop, and implement a marketing program detailing the services and assistance available from the Case Manager (to students, faculty, and staff).
- Coordinate the Master's in Social Work (MSW) internship program in professional clinical social work and serve as the primary site supervisor for professional school- and/or university-certified MSW candidates.
- Prepares reports, statistics, assessments, evaluations, and presentation documenting Basic Needs and CAIR Team usage in a timely manner.
- Ensure accuracy of print and online publications related to the area of responsibility. Assist in maintaining the current directory of community resources available to students, website updates and promotional content regularly.
- Consults regularly with relevant departments on campus regarding services, access, and care to maintain strong collaborative relationships with campus partners in Counseling, DSPS, Student Health Services, Student Support Services, Campus Police, Student Life Office, and other areas to provide a comprehensive network of support for students in need.
- 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 Basic Needs, CAIR cases and serious mental health emergencies, as well as student issues or campus emergencies.
- 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 Basic Needs and CAIR, in collaboration with appropriate campus partners.
- Assists in the development and implementation of Basic Needs policies and procedures including but not limited to outreach and education, campus wellness initiatives, departmental publications, and social media.
- Assists with student satisfaction surveys and other methods for data collection and assessment of Basic Needs services.
- Assist with the maintenance of the Basic Needs budget including accounting and purchasing.
- Represents the Basic Needs and CAIR Team on various campus and community committees and initiatives.
- Remain current and trained on standard and best practices, emerging strategies and interventions, and research at the local, state, federal, and international levels, supporting the reduction of threats to the campus community and connecting students of concern to the supports necessary to enable their retention and success. This includes training and professional development with Title IX, Violence Against Women Act (VAWA), National Behavioral Intervention Team Association (NaBITA), harm to self and others D-Scale rubric, threat assessment, emergency management, Clery Act, and applicable local, state, and federal laws.
- Identify and apply for funding opportunities that address homelessness/displacement, food insecurity, legal aid, financial literacy, childcare, and transportation.
- Perform other related duties as assigned.

## **Qualifications**

- **Knowledge and Skills**

This position requires professional knowledge of:

Crisis intervention strategies including the design and implementation of effective prevention, response, and debriefing programs; legal and ethical standards and guidelines to all aspects of practice; philosophy and objectives of the community college; pertinent federal and state laws and regulations; and advertising and marketing methods and techniques.

- **Abilities**

This position requires the ability to:

Learn, interpret, and ensure compliance with state and federal laws and other federal and state regulations as related to the responsibilities of the position; be open to change and new methods in the assigned area of responsibility; continuously engage in learning and self-improvement; utilize sound judgment and apply methods appropriate to presenting problems and needs of clients; prepare and maintain a variety of records and reports; work independently with little direction; demonstrate strong work ethic; adapt to changing work demands; demonstrate sensitivity and competence addressing multicultural mental health and social work issues; communicate effectively, both orally and in writing; establish and maintain cooperative and effective working relationships; and advocate for shared governance, collegiality, staff cohesiveness and for the core values of the institution.

- **Physical Abilities**

Requires the ability to function effectively indoors in an office environment engaged in work of primarily a sedentary nature. Position involves light to medium walking, standing, stooping carrying and lifting of lightweight materials (under 25 pounds). Requires visual acuity to read numbers, letters, and images. Requires hand and finger dexterity to use a keyboard at an advanced rate, and hand-eye coordination to use a computer pointing device. Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations.

- **Education and Experience**

Master's in Social Work or Licensed Clinical Social Worker or related degree. At least two years of experience in relevant setting required. Experience with Title IX, FERPA laws and principles. Knowledge of mental health and basic needs services for college students preferred. Understanding of and sensitivity to meeting the needs of the diverse academic, socioeconomic, cultural, disability and ethnic background of the student, community, and employee population.

- **Licenses and Certificates**

Require a valid driver's license.

Preferred Licensed Clinical Social Worker

**Working Conditions**

Work is performed indoors where minimal safety considerations exist.

**Board Approved: 12/11/19**