

Office of Student Life - Case Manager, Graduate Assistant
Position description for academic year 2019-2020

Case Manager, Graduate Assistantship

The Office of Student Life and the School of Social Work (MSW) is seeking a full-time (20 hours/week) graduate assistantship for 2019-2020. The Office of Student Life at Rhode Island College manages the HOPE Team (previously referred to as Behavioral Engagement Team) to respond to student needs and issues. To aid in this effort, the Office of Student Life has partnered with the School of Social Work to create a case manager position for a second year MSW student to provide knowledge-based and value-informed practices to help improve the quality of life for RIC students. The following serves as a summary of the responsibilities associated with the Case Manager, Graduate Assistant position.

Primary Purpose

The Office of Student Life Case Manager plays an integral role within the Division of Student Success and specifically within the Office of Student Life. The Case Manager supports and catalyzes student success and retention by providing services to minimize the impact of emotional distress, life issues and developmental crisis on the academic and personal pursuits of students through effective case management and referral to appropriate on- or off-campus resources.

During operational business hours, the Case Manager will serve as a point of contact and liaison with regard to case management support and interventions.

This position implements, as appropriate, the case management plans for RICs HOPE Team (previously referred to as the Behavioral Engagement Team ("BET")). The HOPE team identifies, assesses and appropriately monitor students who are in distress, causing a disturbance, or are in extreme difficulty.

This position will work closely with other professionals within the Office of Student Life and Division of Student Success to provide seamless support and resources to help students achieve their academic and personal goals.

Under the supervision of the Dean of Students and/or designee the case manager will carry out responsibilities that include but are not limited to:

Description of Duties and Responsibilities

Student Support

- Serve as a core member of the HOPE Team, communicating and documenting information related to distressed students.
- Serve as a point of contact for faculty and staff to express concerns regarding students who exhibit symptoms associated with distress, and provide consultation for faculty and staff who are seeking advice about services for students experiencing distress.
- May assist the Dean of Students or designated representative in providing resources and guidance to faculty and staff regarding office and classroom management issues and concerns. Take appropriate action to resolve issues with faculty, staff, and students.

- Respond to reports of distressed students through the intake of information, assessment of student needs, and the formulation intervention plans in order to minimize and/ or resolve problems.
- Provide resource coordination as needed for students of concern including outreach, advocacy, assistance in accessing resources, and navigating the college system.
- Coordinate and implement recommendations from the HOPE Team regarding distressed students.
- May assist the Dean of Students or designated representative in coordinating with medical and behavioral health facilities.
- Communicate with staff, parents, and families or designated emergency contacts regarding emergencies, including hospitalizations and suicide attempts, to help facilitate a successful return to campus when issues are appropriately resolved.
- Consult regularly with the various departments on campus regarding services, access and care particularly the Counseling Center, Disability Services Center, Health Service, Campus Police Department and Veteran Student Services.
- Maintain a system for following up with students who have been referred to campus or community resources. Provide follow-up services to insure compliance with recommendations.

Administrative

- Attend weekly HOPE Team meetings; capture and manage case information in compliance with college, state, and federal regulations and requirements.
- Document HOPE Team contacts and support record-keeping process for students of concern utilizing Maxient software.
- Follow-up on cases, monitoring through resolution.
- Assist in the collection of assessment data and preparation of reports on HOPE Team data.
- Assist in the development and evaluation of reporting and decision-making protocols in order to proactively identify and engage in culturally responsive interventions and support student success and retention.

Outreach

- Support outreach and education events sponsored by the Office of Student Life as it pertains to the HOPE Team.
- May assist the Dean of Students or designated representative in facilitating trainings and programs for employees and students on awareness, management, referrals, and reporting protocols.
- May assist the Dean of Students or designated representative with the development of communication materials, using a variety of media formats to support outreach efforts with faculty.
- Enhance evaluate and update HOPE Team internal and external web site information.
- Perform other duties as assigned.

Required Education and Experience

Must have a Bachelor's degree from an accredited institution. Must be a current degree seeking student within the RIC Social Work program for Masters level students. Must have and maintain a minimum cumulative and semester GPA of 3.0 or higher. Must be and maintain good standing (academic and disciplinary). Excellent verbal, listening, writing, problem-solving and interpersonal communication skills and experience working successfully in a team dynamic.

- High degree of personal/professional integrity, respect for privacy and confidentiality, a sense of ethics, and a commitment to educating students.
- Demonstrated competency and 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.
- Ability to work independently, multi-task and coordinate numerous detailed programs.
- Exceptional organizational skills; excellent written and oral communication skills.
- Possess a collaborative interactive style to work collegially with faculty, students, peers, volunteers, and community leaders.

Preferred Education and Experience

- Education - Bachelor's degree in education, counseling, human services or related degree.
- Experience leading or working as part of a case management team.
- Knowledge of higher education law (e.g. FERPA, Title IX, Clery Act, Campus SaVE, and VAWA, student development, behavioral intervention, and/or student conduct programs).
- Demonstrated knowledge and experience with conflict resolution, de-escalation, and crisis management.
- Knowledge of current issues and trends in student affairs programs and services.
- Knowledge in social media, particularly how it may relate to student issues
- Strong work ethic.
- Demonstrated ability to work positively as a part of a team, often during time critical situations.
- Conflict resolution, mediation, and problem-solving skills to resolve complex, multifaceted, and often emotionally-charged disputes and to assist parties in reaching agreement.
- Demonstrated experience in developing and maintaining case management files.
- Demonstrated ability to work under pressure and prioritize competing demands.

Professional Development

The Office of Student Life is committed to student growth and development as professionals. To this end, the Case Manager will be encouraged to seek opportunities for professional development and continued education. Additionally, the Case Manager will be extended training opportunities to advance in their role as a member of the HOPE team.

How to Apply

For priority consideration, applicants interested in applying for this graduate assistantship should email a copy of the following documents to Tamika Wordlow-Williams, Ed.D., Assistant Vice President Student Success and Dean of Students at twordlow@ric.edu by March 15, 2019:

- A copy of your current resume
- A brief letter of interest indicating 1.) why applicant is interested in the position; 2.) previous experience that prepares the applicant to be successful in this position; and 3.) ideas for what applicant wants from this experience

Applications will be reviewed, and selected candidates may be contacted for a phone or in-person interview.

(*Please note that this is in addition to the standard Application for Graduate Assistantship*)