



TEXAS WOMAN'S
UNIVERSITY™

DATE ISSUED: 05/17
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Senior Case Manager

JOB SUMMARY

The Senior Case Manager will be a professional staff member within the TWU Division of Student Live whose primary role will be to coordinate and implement mechanisms of support and outreach to students who are at risk or who are currently not flourishing academically due to health, personal or other reasons and/or whose behavior indicates that they may pose a risk to an individual or individuals in the TWU campus community. The person in this role is also charged with helping to coordinate the efforts of others who serve in a case management role or who routinely engage in case management activities in Student Life. Additionally, the case manager will be responsible for knowing and educating the campus community about relevant policies and procedures for responding to students who pose a potential risk to the campus and/or engaging them in the provision of coordinated and focused wrap-around support that is intended to facilitate the ability of students function effectively as members of the TWU community. Work is performed under general supervision and performance evaluation is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Associate Vice President of Student Enrichment, Health and Support

Supervises: May supervise Student Assistants

ESSENTIAL DUTIES - May include, but not limited to the following:

- Serves as case manager for the Behavioral Assessment (threat management) Team.
- Maintains factual case records in the Maxient record keeping system.
- Provides outreach and education about the BAT to the campus community.
- Helps develop, implement, coordinate and co-chair Students of Concern Team.

*Senior Case Manager
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- Coordinates timely interventions for students, follow-up communication, case management, documentation and monitoring of cases.
- Manages the withdrawal and late drop process for Student Life including educating students about the process, ensuring the effective operation of the online withdrawal system, collaborating with the various offices involved in the process, convening and chairing the Withdrawal Committee and developing reports regarding withdrawal statistics and trends for campus constituents
- Consults with and forwards appeals related to withdrawal and late drop decisions to the Associate Vice President of Student Enrichment, Health and Support.
- Provides support to and consultation about distressed and distressing students.
- Collaborates with Associate Vice President for Student Enrichment, Health and Support to provide consultation and support to colleagues, faculty, and administrators across campus who need assistance managing crises and other complex student situations.
- Facilitates regular meetings of case managers and other key people who have case management responsibilities in Student Life to ensure a coordinated effort of outreach and support across the Division.
- Demonstrates the ability and judgement to integrate information, policies and resources to respond to and help resolve complex situations.
- Develops and maintains a working knowledge of campus and community resources.
- Serves as a resource for other Case managers within the Division of Student Life.

ADDITIONAL DUTIES

- Responds, as needed, after scheduled work hours to manage an urgent situation or crisis.
- Assists in policy development and implementation related to case management work.
- Performs other duties as requested.

EDUCATION

Master's degree required, with degree in higher education or college student personnel administration preferred. Active membership in HECMA, NASPA, ACPA or other relevant professional association(s) related to the work of student affairs in higher education preferred.

EXPERIENCE

Three or more years of professional experience at a university or college in a role with significant responsibility for administrative management of and providing direct support to distressed and distressing students, including those experiencing crisis related to health and mental health. Previous experience in administrative case management on a college threat assessment team preferred.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

- Demonstrated knowledge of risk management and violence prevention strategies and approaches and how to apply them in a university setting.
- Working knowledge of and ability to implement institutional policies intended to address the sometimes competing priorities of student support and institutional safety
- Knowledge of legal and policy issues impacting the work of Student Affairs Professionals.
- Knowledge and maturity needed to consult with, guide and exert influence with faculty and staff managing complex and sometimes emotionally charged student situations.
- Leadership and organizational skills needed to enhance and positively influence the functioning of an interdisciplinary team.
- Demonstrated ability to intervene with students exhibiting distressing and/or disruptive and/or threatening behavior
- Knowledge of common issues and challenges facing a diverse population of undergraduate and graduate students.
- Knowledge of college student development and understanding of how college students learn.
- Ability to effectively engage diverse student population.
- Demonstrated experience in program development, education and outreach efforts and/or training.
- Knowledge of Maxient or similar systems.
- Excellent written and oral communication skills.
- Ability to use a personal computer and other office equipment, including related university software and email.

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

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WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Printed Employee Name: _____

Texas Woman’s University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman’s University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran’s status, or against qualified disabled persons.

All positions at Texas Woman’s University are deemed security sensitive requiring background checks.