



DATE ISSUED: 06/16
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

CARE Case Manager

JOB SUMMARY

The Case Manager will provide services designed to minimize the impact of mental health management or emotional distress through effective case management and the coordination of care between campus and community resources. Additionally these services are designed to enhance students' knowledge, understanding, and skills essential for academic success, personal development, and the exercise of leadership when appropriate. Performs work in the development, management, coordination, implementation, and supervision of Student Life programs relating to health and well-being. This position coordinates communication efforts and systems, and is responsible for needs analysis, program and service evaluations, and logistical coordination. Work is performed under minimal supervision and performance is based on the effective operation of the administrative function. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Executive Director

Supervises: May supervise practicum students

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

- Provides case management of students with complex mental health and medical issues.
- Coordinates referrals and bridging of students to mental health and other campus/community resources.
- Follows up and tracks referrals to ensure quality of care; re-evaluates and adjusts treatment plans according to need over time.
- Consults regularly with various departments on campus regarding services, access, and care.
- Maintains a database of referral resources and community services in surrounding communities.

- Maintains timely, complete, and accurate client files.
- Acts as liaison between client and community resources as needed.
- Advises the Success for the Future student organization (foster care alumni) chapter of the foster care.
- Evaluates current programs and develops new programs when appropriate.
- Advises Student Life about program development, implementation, and evaluation that impacts the homeless, food insecure and foster care student populations.
- Researches the latest trends regarding student support.
- Promotes and delivers Student Life services and programs through the effective use of web sites, chat, multimedia, online communities, email lists, publications, Learning Management Systems and face to face meetings.

ADDITIONAL DUTIES

- Serves on various university committees.
- Assists with managing department budgets.
- Assists with coordination of advisory council.
- Performs other duties as requested.

EDUCATION

Master's degree required with preference in social work or counseling. LSW, LMSW or LCSW license required.

EXPERIENCE

Two years experience required. Previous work in a college or university environment is highly preferred; experience with and commitment to working with diverse clients including individuals from ethnically/racially diverse backgrounds and individuals representing varying sexual orientations and gender identities. Preference given to former foster youth.

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:

- Knowledge of current social work practices including mental health terminology, diagnostic categories, confidentiality requirements, and ability to communicate difficult/sensitive information.
- Knowledge of and adherence to existing professional ethical standards.

- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to provide administrative guidance within area of responsibility, providing direct training and supervision as needed.
- Ability to apply budgetary and fiscal planning techniques within financial constraints.
- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.
- Demonstrated ability to plan, organize, and handle multiple projects.
- Ability to plan, implement, evaluate, and report activities.
- Demonstrated excellent communication skills and ability to work as a contributing team member.
- Demonstrated excellent analytical and problem solving abilities.
- Demonstrated excellent judgement and ability to make difficult decisions in potentially life-threatening situations.
- 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.

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.

CARE Case Management
Date Issued: 06/16
FLSA: Exempt
PTO: VCS

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:** _____

Employee Printed 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.