

POSITION DESCRIPTION

JOB TITLE: CASE MANAGER

DEPARTMENT/DIVISION: STUDENT AFFAIRS

SALARY RANGE: \$38,000 - \$39,500 (10 MONTH) BASED ON SKILLS AND EXPERIENCE

FLSA: EXEMPT

IMMEDIATE SUPERVISOR: ASSOCIATE VICE PRESIDENT OF STUDENT AFFAIRS

SCHEDULE DETAILS: FULL-TIME, 10 MONTH POSITION/PSRS RETIREMENT WITH ONSITE WORK ONLY

DATE OF LATEST REVIEW/REVISIONS: May 2024

Position Summary

Crowder College is looking for a skilled and compassionate Case Manager who has the knowledge and ability to provide individualized, non-clinical case management services to students. When the Case Manager is winning, they are providing effective case management and care coordination between campus and community resources to minimize the impact of barriers for students pursuing academic and career goals.

Essential Job Duties

- Serve as a standing member of the Crowder Cares Team.
- Conduct individualized needs assessments with students of concern in order to ensure appropriate referrals and connections with campus and community resources.
- Perform crisis assessments with students encountering threats of risk to self and/or campus community.
- Triage students referred to the Student Accessibility Office and Counseling departments.
- Facilitate training and education for students, faculty, and staff that promotes awareness of resources and programming, how to make referrals, and addressing behavioral and/or individual concerns.
- Develop and maintain relationships with internal and external stakeholders critical to student success.
- Provide consultation to students, staff, faculty, and community members concerned about students.
- Serve as liaison between campus and community resources to ensure that the College is aware of and trained on services and resources.
- Communicate sensitive and confidential matters following FERPA, HIPAA, State and Federal regulations.
- Maintain highly sensitive case information and adhere to Crowder Cares Team protocols, including maintenance of accurate electronic case management records and maintaining a system of follow-up for students who are referred to campus or community resources.
- Assist in the operation of the Rider Pantry.
- Assist in marketing efforts for the Crowder Cares team and other basic needs resources on campus.
- Review student referral data to provide insight and recommendations based on trends and patterns to improve retention and student success.
- Maintain relevant data on the number of students assisted and services provided.
- Contribute to the overall success of Crowder students by performing other duties as assigned.

Required Knowledge, Skills & Abilities

- Bachelor's degree in social work, psychology, counseling, or closely related field
- Two (2) years of experience in which comparable knowledge and skills can be acquired
- Experience providing crisis intervention, assessment and case management involving trauma related responses, depression, anxiety and stress, disruptive and/or aggressive behavior, suicidal ideation, etc.
- Demonstrated ability to work with individuals from diverse communities and cultures
- Demonstrated knowledge of and relationships with community providers for the facilitation of referral to mental health care and other resources outside of Crowder College
- Demonstrated ability to exhibit sound judgement and apply methods appropriate to presenting problems/needs

- Demonstrated experience developing and implementing training programs, presentations and/or educational opportunities for students, faculty and staff
- Strong leadership skills, including decision-making, collaboration, organization and case management
- Strong written communication skills including accurate and thorough documentation

Preferred Knowledge Skills & Abilities

- Master's Degree in social work, psychology, counseling, or closely related field
- Experience with alcohol and drug abuse prevention, sex assault prevention, and bystander intervention
- Current knowledge of behavior intervention and threat assessment

Information Technology Abilities

- Ability to operate a personal computer within the Crowder College Network environment using the currently available Microsoft Windows operating system
- Ability to use MS Office and other compatible products (Word, Excel, Teams, SharePoint, etc.)
- Ability to use E-mail and associated calendaring/scheduling applications
- Ability to use other computer programs as needed

Positions Supervised

- None

Working Environment

- Indoors in a normal office environment with minimal exposure to temperature changes, noise, dust or chemicals part of the time; but also outdoors part of the time, even in inclement weather, engaging in physical activities such as walking (sometimes long distances), when helping with student activities.
- Normal college working hours but adjustment of hours involving evening and/or weekend work is required from time to time. Frequent travel between campus sites during peak periods.
- Position must be able to complete work with limited supervision.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- A neat appearance and appropriate businesslike apparel are required.

Physical

- Generally sedentary work involving sitting most of the time but will involve outdoor mobility within the campus and various sites (even in inclement weather) engaging in physical activities such as walking (sometimes long distances) when helping with student activities.
- Requires the ability to lift up to 50 pounds, moving materials from one place to another.
- Input, access and distribute information using computers.
- While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms' stoop, kneel, or crouch; and talk or hear. Specific vision abilities required by this job include close vision.

Language/Communication Skills

- Ability to communicate effectively both orally and in writing. Excellent interpersonal skills with a proven ability to relate to students, faculty, staff, administrators and the community.

***CROWDER COLLEGE RESERVES THE RIGHT TO MODIFY, INTERPRET, OR APPLY THIS JOB DESCRIPTION IN ANY WAY THE INSTITUTION DESIRES. THIS JOB DESCRIPTION IN NO WAY IMPLIES THAT THESE ARE THE ONLY DUTIES, INCLUDING ESSENTIAL DUTIES, TO BE PERFORMED BY THE EMPLOYEE OCCUPYING THIS POSITION. *THIS JOB DESCRIPTION IS NOT AN EMPLOYMENT CONTRACT, IMPLIED OR OTHERWISE. THE EMPLOYMENT RELATIONSHIP REMAINS "AT-WILL."* THE AFOREMENTIONED JOB REQUIREMENTS ARE SUBJECT TO CHANGE TO REASONABLY ACCOMMODATE QUALIFIED DISABLED INDIVIDUALS.