This position is responsible for providing assessment, case management, response and follow-up for incidents or problems that adversely affect the academic success of students or the work of faculty and staff. The Director, University Support and Advocacy appropriately refers affected university community members to internal and external resources, responds and follows-up with students, faculty and staff affected by issues and events, and collaborates across the university on incident response and response plans. The position is also responsible for collecting, managing and analyzing caseload data, as well as partnering with and supporting the response efforts of diverse campus departments and offices. The Director, University Support and Advocacy assists in coordinating crisis response protocols, manages and maintains contacts with affected university community members, directs outreach education concerning support services, and oversees the staffing of the Student Concerns Committee, as well as serving on the University Threat Management team. The position is also responsible for maintaining resource materials and reviewing University Exceptional Tuition Credits, all while managing an assigned staff.

**JOB ACCOUNTABILITIES:**

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<td>Provides case management to resolve, guide and intervene on complex problems that adversely affect a student’s academic success or a faculty or staff members’ work. Partners with internal and external constituents and evaluates problems and identifies options and solutions for resolution. Provides information and guidance to students, faculty, staff and family members and facilitates their connection to resources.</td>
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<td>Thoroughly assesses, responds and follows-up in a timely manner on incidents reported through the Department of Public Safety, online reporting programs, and reports from students, faculty, staff, and families.</td>
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<td>Provides appropriate referrals to resources such as the Department of Public Safety, Student Counseling Services, the Center for Work and Family Life, and the Engemann Student Health Center.</td>
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<td>Recruits, screens, hires, trains and directly supervises all assigned staff. Evaluates employee performance and provides guidance and feedback. Counsels, disciplines and/or terminates employees as required. Oversees onboarding and orientation of new employees to ensure that duties, responsibilities, work requirements and performance standards are clearly understood. Assesses staff development needs. Promotes staff participation in educational opportunities and activities. Schedules, assigns and prioritizes workloads. Sets appropriate deadlines. Monitors employee performance on day-to-day basis. Ensures timely completion of unit's work.</td>
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<td>Provides timely response and follow-up with students, faculty, and staff impacted by concerning and critical issues and events.</td>
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<td>Identifies campus incidents, issues and trends and coordinates and/or collaborates on appropriate response and response plan.</td>
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Manages data collection and analysis for cases and caseload including tracking reports on areas such as crime victims, hospitalizations, and tragedies.

Partners with and supports the response efforts of campus departments and offices, including student health, student counseling, Center for Work and Family Life, Residential Education, judicial affairs, Department of Public Safety, academic units, fraternity and sorority life, Relationship and Sexual Violence Prevention (RSVP), Title IX, and Human Resources.

Assists senior management in coordinating crisis response protocols in partnership with the Department of Public Safety, Student Affairs, Fire Safety and Emergency Planning, and Human Resources.

Manages various contacts with faculty, staff, students and family members who are concerned about a member of the campus community.

Directs outreach education about support services. Works with campus leaders to increase awareness of campus resources. Obtains feedback on the type and quality of services provided.

Ensures the Student Concerns Committee is appropriately staffed. Serves as a member of the University Threat Management team.

Prepares and updates resource materials including the protocol handbook and Department Operations Center (DOC) handbook.

Reviews and processes University Exceptional Tuition Credits.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with Department of Public Safety. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

Essential: ☐ No
☐ Yes In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

Master's degree

Combined experience/education as substitute for minimum education

**Minimum Experience:**
7 years

**Minimum Field of Expertise:**

Experience in the area of case management support and prevention with the ability to calmly manage multiple situations and projects at the same time. Experience working with a diverse population. Demonstrated proficiency with University policies, protocols and databases. Excellent problem-solving skills, written and oral communication skills, and listening skills. Proven interpersonal skills, with the ability to develop good stakeholder relationships and work effectively with students, faculty, staff, administrators and family members. Must have demonstrated organizational skills and be able to undertake multiple tasks simultaneously. Must be professional and a self-starter. Must have high standards of professionalism and confidentiality.

**Preferred Education:**

Master's degree

**Preferred Experience:**

10 years

**Preferred Field of Expertise:**

Seven to ten years’ professional experience in a university setting. A minimum of five of the seven years in a university setting preferred. Demonstrated experience providing advocacy support to survivors of sexual assault, dating/domestic violence and stalking. Experience providing education on topics such as sexual assault, dating/domestic violence, stalking, and intersecting oppression. Possess specialized expertise and knowledge of the effects of sexual violence on survivors, survivor recovery, medical and legal procedures. Sensitivity to cultural, racial, ethnic, and sexual diversity.

**Skills:** **Other:**

- Analysis
- Assessment/evaluation
- Budget control
- Budget development
- Communication -- written and oral skills
- Consulting
- Counseling
- Human resource process and employment knowledge
- Interpretation of policies/analyses/trends/etc.
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
- Negotiation
- Networking
- Organization
- Planning
- Problem identification and resolution
- Project management
- Public relations
- Scheduling
- Staff development
- Supervisory skills
- Teaching/training
Skills: Machine/Equipment:
- Calculator
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Photocopier

Supervises: Level:
- May oversee staff, students, volunteers, agencies and/or resource employees.
- Supervises employees who do not supervise.

Comments:
- Must be able to report for work in case of emergencies.

SIGNATURES:

Employee: ______________________________ Date: __________________________

Supervisor: ___________________________ Date: ___________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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