Coordinator of Student Case Management
Student Conduct
Division of Student Affairs
Oklahoma State University

Serve as a Coordinator of Student Case Management including meeting with students of concern who are experiencing challenges that include but a not limited to mental health and medical, relational conflicts, trauma, addiction and recovery, social adjustments, and/or difficulties with transition to college. This position is highly collaborative and plays an active role in non-clinical student case management developing and implementing both long and short-term response plans. The Coordinator does not provide therapy; rather, will help facilitate a student’s access to and appropriate utilization of University services while coaching students toward appropriate self-care, self-management, autonomy, and self-advocacy. This position serves on the Behavioral Consultation Team.

Responsibility 1: Student Support and Case Management

1. Meet with student of concern on a one-one-one basis and provide appropriate support services, address concern and well-being, and develop action plans to empower students to address current and on-going needs.
2. Conduct initial screenings and assessments to determine student’s needs, formulate and recommend case action plans on a variety of student concerns.
3. Maintain ongoing relationship with identified students consistent with case action plans, including referrals to campus and community partners.
4. Provide resource coordination as needed for students of concern including outreach, advocacy, assistance in accessing resources, and navigating the university system.

Responsibility 2: Serve on Response Teams

1. Serve on the Behavioral Consultation Team.
2. Provide timely updates the teams on students in the case management process.
3. Utilize Maxient to document teams’ contact and support record-keeping process for students of concern.

Responsibility 3: Fostering a Culture of Care

1. Communicate with parents and families to provide support services, as appropriate, consistent with University polices and Family Educational Rights and Privacy Act (FERPA).
2. Provide guidance and support to referral source including faculty and staff about how to support students and available services for students.
3. Consult regularly with various departments on campus regarding services, access and care.
4. Maintain a website to facilitate accessible information to university employees on supporting students in need and distress.
5. Develop and publish materials to aid in university employee response and support to students in distress.

Responsibility 4: Contribute to the administration process of support and advocacy.

1. Facilitate the collection of data and provide reports on statistics and trends regarding students of concern.
2. Assist in reviewing and developing policies, procedures, and training to support successful operations.
3. Serve as a Campus Security Authority by reporting Clery reported crimes through appropriate process.
4. Keep up to date on any federal regulations, case law and best practices impacting this position, threat assessment, and case management.
5. Complete trainings including but not limited to Title IX, Clery, FERPA, quarterly state safety training, and working with minors.
6. Miscellaneous duties as assigned.

Required:

- Masters degree in social work, psychology, counseling, higher education or related field.
- Minimum two years full-time experience in delivering case management services.
- Knowledge about, and skills in, developmental, psychological, and medical issues in the college student or adult population.
- Understanding and demonstrated ability to mentor, provide advocacy, and interact with a diverse student population.
- Understanding of social media, particularly how it may relate to college student issues.
- High degree of personal/professional integrity, respect for privacy and confidentiality, and a sense of ethics.
- Ability to work independently, multi-task and coordinate numerous detailed programs.
- Excellent verbal and written communication skills.
- Proven ability to work with diverse populations.
- Demonstrated ability to analyze complex situations.
- The ability to prioritize and work autonomously in a high-traffic environment.
- The proven ability to collaborate successfully with multiple departments.

Preferred:

- Three years full-time experience in case management services at an institution of higher education.
- Experience working as part of a case management support team.