

Job Title	Case Manager, Student Assistance Services (SDS II)
Employer/ Agency	Texas A&M University, Galveston Campus
Job Description	<p><u>A Glimpse of the Job</u></p> <p>The Case Manager, under general direction, offers case management and resolution services to students through interventions, referrals, and connection to follow-up services to address the needs of students. Reporting to the Director of Student Assistance Services, the Case Manager’s responsibilities include assisting with the CARE Team, collaboration and consultation with faculty, staff, academic departments, off-campus stakeholders, parents/families, other campus stakeholders to minimize academic disruptions and assist in resolving problems affecting students.</p> <p>The Case Manager will focus on promoting holistic wellness through early support and follow-up consultations for more complex situations involving students of concern. The Case Manager will monitor students' development and will create action plans to facilitate referrals to internal and external resources. In addition, this position will collaborate with the director to develop and lead programs, training, and/or workshops for the campus community that support holistic student development.</p> <p><u>Essential Duties/Tasks:</u></p> <p>Case Management</p> <ul style="list-style-type: none"> • Conduct initial intake meetings with persons of concern, assess needs, and create an action plan and case notes within the Maxient system. • Provides crisis intervention support to connect persons of concern to referrals to appropriate resources internal and external to the campus. • Participates as a member of the CARE Team. Coordinates and tracks CARE Team and basic needs action plans and ensures continuity of care for the campus community as needed. • Prepares reports, statistics, assessments, evaluations, and documents case management in a timely manner. • Remain current and trained on standards and best practices, emerging strategies and interventions, and research on the local, state, and federal levels, supporting the reductions of threats to the campus community and connecting students of concern to supports necessary to enable retention and student success. Examples include NABITA, MAXIENT, VAWA, Title IX, emergency management, Clery Act, etc. • Monitor students of concern on the CARE agenda and monitor if students are complying with behavioral expectations. Make appropriate referrals to behavioral health resources as needed and work with these resources to make a plan for communication to faculty and staff regarding student absences for medical care needs. • Assist with parenting/pregnancy requests (as applicable with CR/TIX); contact students and inform them of the parenting and pregnancy process and explain the acceptable medical documents that will need to be submitted and provide appropriate support measures.

	<p>Community Development/Engagement</p> <ul style="list-style-type: none"> • Develop and maintain a database of referral resources for social service agencies (including housing, mental health, financial support, food services, & other basic needs) within campus and local communities. • Maintains relationships with support agencies and resources to connect the campus community to long-term support. • Assist in the development and implementation of policies related to basic needs, including outreach and education, campus wellness initiatives, departmental publication, website, and social media. <p>Student Staff Support</p> <ul style="list-style-type: none"> • Assists the department to select, supervise, develop, train and evaluate student staff and volunteers. • Coordinates staff duty schedules and responsibilities. • Holds regular meetings with staff to communicate departmental needs. <p>Representation and Other</p> <ul style="list-style-type: none"> • Represents SAS in Professional Development Opportunities, Presentations, Committees, both internal and external to the campus. • Advocates for student needs through case management lens. • Drives university vehicles for events and meetings including supporting the basic need resources & 12th Van. • Participates in department and division wide activities. • Provide support as needed that meets the mission and goals of the department and/or university.
<p>Qualifications</p>	<p>Required Education and Experience</p> <ul style="list-style-type: none"> • Bachelor's degree or equivalent combination of education and experience. • 1-2 years of related specialty. <p>Required Licenses and Certifications</p> <ul style="list-style-type: none"> • Valid driver's license and clear driving record <p>Preferred Qualifications</p> <ul style="list-style-type: none"> • Familiarity with MAXIENT platform. • Master's in Social Work, Counseling, Psychology, Student Administration, Higher Education Administration, Educational Leadership, or related field. <p>Knowledge, Skills, and Abilities</p> <ul style="list-style-type: none"> • Ability to multitask and work cooperatively with others. Strong verbal and written communication skills. Ability to work with sensitive information and maintain confidentiality. Strong interpersonal and organizational skills. • Demonstrates skills in case management, social work and community resourcing. • Demonstrates knowledge of basic need resource management and at-risk student populations in college. • Knowledge of crisis intervention strategies to support the safety and success of campus community members. <p>Other Requirements and Factors</p> <ul style="list-style-type: none"> • Attends meeting & conferences concerning students and with student group at times beyond usual working hours. • Ability to multitask and work cooperatively with others. • This position is security sensitive

Salary/Hours	Salary: \$45,000 annually 40 Hour Work Week
Address	1001 Texas Clipper Rd
City, State, Zip	Galveston, TX, 77553
Contact Person	Danny Roe, Director of Student Assistance Services
Telephone Number	409-740-4836
Email Address	Roed@tamug.edu
Application Method	https://tamus.wd1.myworkdayjobs.com/en-US/TAMUG_External/details/Student-Development-Specialist-II--Case-Manager--SAS-_R-082975
Opening Date	Immediately

To post a job opportunity or if your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at mswjobs@central.uh.edu with the hiring details of your new job opportunity. Thank you.