

**DIRECTOR, STUDENT SUPPORT
JOB DESCRIPTION – CLASSIFIED SUPERVISORY**

POSITION OVERVIEW

The Director of Student Support will focus on promoting holistic student wellness by providing early support and follow-up for complex situations involving students of concern to foster an inclusive and equitable environment where they can thrive and belong authentically. The position will monitor students and develop action plans to facilitate referrals to on-and off-campus resources. The position will develop and lead programs, training, and workshops for faculty, staff, and students that support student development and promote well-being. The position reports and performs their duties under the general supervision of the assigned administrator and may direct the work of interns and hourly employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are essential for this position and illustrate the types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Develop and maintain a database of referral resources for social service agencies within the local community and facilitate relationships with off-campus agencies and resources to connect students to long-term support.
2. Conduct initial intake meetings with students to assess needs for appropriate referrals.
3. Works with administrators and faculty regarding individual students and behaviors, which affect the classroom and campus environment; receives and addresses faculty concerns relative to student academic matters.
4. Coordination and outreach of support services, including referral and liaison with housing agencies, social services, mental health services, financial support agencies, food services, and other student needs resources.
5. Assists students in making use of College and community services and benefits by monitoring and tracking individual cases and progress to ensure compliance with recommendations, ongoing assessment, and address new or emerging concerns as they arise or transition from campus services to external providers, and from external providers to appropriate College services.
6. Participates as a member of the Crisis Assessment, Intervention, Response, and Evaluation (CARE) Team, receiving, reviewing, and notifying CARE Team members of all referrals. Coordinates and tracks CARE Team and Basic Needs action plans and ensures continuity of care as needed.
7. Develop a marketing plan detailing the services and assistance from the Case Manager (to students, faculty, and staff).
8. Responsibility for an internship program specific to Master's in Social Work (MSW) in professional clinical social work and serve as the primary site supervisor for interns.
9. Prepares reports, statistics, assessments, evaluations, and presentations documenting Basic Needs and CARE Team usage.
10. Document all case management activities in the designated case management system in accordance with regulatory, legislative, statutory, and employer requirements.
11. Assist in regularly maintaining the current directory of community resources available to students, website updates, and promotional content.

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JOB DESCRIPTION – CLASSIFIED SUPERVISORY (CONTINUED)**

ESSENTIAL DUTIES AND RESPONSIBILITIES (CONTINUED)

12. Consults regularly with relevant departments on campus regarding services, access, and care to maintain strong collaborative relationships with campus partners in Counseling, DSPPS, Financial Aid, College Foundation Office, Student Health Services, Student Affairs, Campus Safety & Security, the Student Life Office, and other areas to provide a comprehensive network of support for students in need.
13. Facilitates information sharing, as permitted by FERPA, with identified entities, including but not limited to campus departments, faculty, staff, parents, families, and designated emergency contacts (as appropriate) regarding Basic Needs, District Behavioral Intervention Team (BIT) & CARE cases, and severe mental health emergencies, as well as student issues or campus emergencies.
14. Responsible for leading evidence-based training and assessment that addresses contemporary concerns in a college population and other educational initiatives for faculty, staff, and students regarding awareness of and reporting options for Basic Needs, BIT, and CARE in collaboration with appropriate campus partners.
15. Identify and apply for funding opportunities that address homelessness/displacement, food insecurity, legal aid, financial literacy, childcare, and transportation.
16. Remain current and trained on standard and best practices, emerging strategies and interventions, and research at the local, state, federal, and international levels.
17. Perform other related duties as assigned.

MINIMUM QUALIFICATIONS

Education and Experience:

Master's degree from an accredited college or university in Social Work or Licensed Clinical Social Worker **AND** two (2) years of related work experience

KNOWLEDGE AND ABILITIES

Thorough Knowledge of:

1. Demonstrated case management, social work, and community resourcing skills.
2. Crisis intervention strategies, including designing and implementing effective prevention, response, and debriefing programs.
3. Pertinent federal and state laws and regulations, including but not limited to Title IX, Violence Against Women Act (VAWA), National Behavioral Intervention Team Association (NaBITA), harm to self and others D-Scale rubric, threat assessment, emergency management, and Clery Act.
4. Knowledge of mental health and basic needs services for college students.
5. Software such as Advocate/Maxient, Ellucian Banner/Colleague, or other case management and student information systems.

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JOB DESCRIPTION – CLASSIFIED SUPERVISORY (CONTINUED)**

KNOWLEDGE AND ABILITIES (CONTINUED)

6. Understanding of and sensitivity to meeting the needs of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of the student, community, and employee population.

Ability to:

1. Provide case management to at-risk students requiring support.
2. Learn, interpret, and ensure compliance with state and federal laws and other federal and state regulations related to the position's responsibilities.
3. Be open to change and new methods in the assigned area of responsibility.
4. Continuously engage in learning and self-improvement.
5. Utilize sound judgment and apply methods appropriate to presenting problems and needs of clients.
6. Prepare and maintain a variety of records and reports.
7. Work independently with little direction.
8. Demonstrate a strong work ethic.
9. Adapt to changing work demands.
10. Demonstrate sensitivity and competence in addressing multicultural mental health and social work issues.
11. Communicate effectively, both orally and in writing.
12. Establish and maintain cooperative and effective working relationships.
13. Advocate for shared governance, collegiality, staff cohesiveness, and the institution's core values.

Board of Trustee Approval: March 24, 2025