Residential Life
Student Care Specialist

PURPOSE
Responds to resident crisis cases by providing diagnostic assessment, crisis intervention, mobilization of internal and external resources, establishing appropriate stabilization and disposition of each case and referral for follow-up care.

RESPONSIBILITIES

Crisis Response (35%)
- Serves in the Residential Life on-call rotation of 2 staff throughout the calendar year to respond to mental health crisis and other wellness concerns as they occur for a residential population of over 9,500 residents
- Implements Departmental/University emergency and crisis response protocols
- Collaborates and consults with other Student Life professionals regarding residents needing additional support/resources
- Provides follow-up with residents, campus services and others as necessary

Students of Concern Process Management (30%)
- Reviews and delegates all student of concern reports amongst Residential Life staff
- Ensures that community staff adheres to established guidelines; provides direction and feedback as necessary
- Directs staff on the proper use of the student care database, interpreting and applying program guidelines
- Maintains student resident crisis records and develops additional resources as necessary or directed
- Manages student resident concerns through a variety of interventions, referrals, and follow-up services in collaboration with other University departments
- Facilitates follow up meetings with students of concern
- Recommends follow-up steps to Residential Life staff for low-level students of concern situations in accordance with the established Student of Concern Guidelines and recommendations from the Counseling Center Liaison
- Provides one-on-one follow up with students of concern following medium to high level incidents occurring overnight or over weekends
- Ensures completion of care follow up measures (i.e. appointments, consultations, referrals) by students of concern in consultation with campus partners
- Serves as the main point of contact for hospital staff after students of concern have been voluntarily or involuntarily transported due to the severity of their mental health concern
- Informs supervisor of pertinent ongoing students of concern situations; determines when a report should be referred to and reviewed by supervisor, Director of Residential Life and/or the Student Care Team

Residential Life Student Care Responsibilities (20%)
- Facilitates resident meetings regarding risky behaviors
- Facilitates resident meetings regarding housing accommodations
- Coordinates programmatic efforts to implement in communities across campus designed to educate residents on mental health resources
- Coordinates with campus partners to provide support for residential students
- Administers the Suicide Intervention Program for high-risk residents
- Provides leadership to the Residential Life Student Care Committee
- Represents Residential Life at campus-wide Student Care Team
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Residential Life Assessment Responsibilities (5%)
● Compiles data and submits quarterly and annual statistical reports regarding the student of concern process
● Analyzes Residential Life Student of Concern data to ascertain programmatic needs

Records Management (5%)
● Maintains accurate electronic case management records in Advocate database
● Communicates database efficiency and critical issues to supervisor
● Prepares and distributes staff training materials related to CARE module in Advocate database

Special Projects Management (5%)
● Assists Residential Life leadership team with special projects as assigned

IMPACT TO THE UNIVERSITY
This position is responsible for student care which contributes to a safe, healthy, living and learning environment for our student residents.

POSITION COMPLEXITIES
HFS Residential Life houses over 9,500 students in residence halls and apartments. This position oversees the operationalizing of student development and applied environmental theory within this complex and quickly evolving environment.

WORKING CONDITIONS
The position works a regular Monday through Friday schedule; however, it requires significant evening and weekend commitments throughout the year. Daytime schedule will allow for flexibility in response to after hours coverage needs.

The Care Specialist must:
• Live on-campus in a partially furnished 2-bedroom apartment within a residence hall or apartment community.
• Participate in an on-call duty rotation of two staff providing coverage 7 days a week, 24-hours a day, including holidays.
• Work extended hours during peak times of the academic year.

SUPERVISION RESPONSIBILITIES
None

REPORTS TO
Assistant Director for Student Care & Conduct, Residential Life
(Clinical supervision for licensure is unfortunately not available in this position)

QUALIFICATIONS
● Master’s degree in social work, counseling, or closely related field
● Two years of experience working in social work, counseling, crisis management, student wellness, or a related field; experience can include a practicum placement
● Equivalent combinations of education and experience may substitute for requirements
DESIRED QUALIFICATIONS
Experience that demonstrates:

- Ability to perform the essential functions of the job outlined above
- Care appropriate to the population served
- Demonstrated human relations and effective communication skills
- Strong organizational and project management skills, with excellent attention to detail
- Ability to manage multiple projects and deadlines while responding to frequent interruptions
- Demonstrated knowledge and skills necessary to provide care appropriate to the age and development of the patients served

CONDITION OF EMPLOYMENT
A satisfactory outcome from reference check verification is required prior to hire.