

**CARE MANAGER**

| **Reports to:**  | Dean, Student Life & Judicial Affairs  |  |  |
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| **Dept:** | Student Life & Judicial Affairs | **Range:** | CM-8 |
| **FLSA:** | Exempt | **EEO:** | Executive/Administrative/Managerial |

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.*

### BASIC FUNCTION:

Plans, organizes and controls all activities of the CARE program at MiraCosta College; and performs related duties as assigned. The CARE Manager position focuses on promoting holistic student wellness through providing support and follow-up for complex situations involving students of concern. The CARE Manager directs and manages the CARE program, which is focused on providing early support for students of concern. The CARE Manager monitors students of concern and develops action plans to facilitate referrals to on- and off-campus resources. Develops programs, trainings, and workshops for faculty, staff and students that support holistic student development and success. This full-time, twelve month position will report to the Dean of Student Life & Judicial Affairs.

### ESSENTIAL DUTIES & RESPONSIBILITIES:

*The duties listed below are intended only as illustrations of the various 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. Plan, organize, control, integrate and evaluate the work of the CARE Program; with super­visors and staff, develop, implement and monitor work plans to achieve goals and objec­tives; contribute to the development of and monitor performance against the annual depart­ment budget; supervise and participate in developing, implementing and evaluating plans, work processes, systems and procedures to achieve annual goals, objectives and work standards.
2. Manage the performance of staff assigned to support the CARE program; interview and select new staff; establish perform­ance requirements and personal development targets; regularly monitor performance and provide coaching for performance improvement and development; recommend compensa­tion and provide other rewards to recognize performance; hear and make recommendations on second-level grievances; subject to management concurrence, approve or take disciplin­ary action, up to and including termination, to address performance deficiencies, in accord­ance with district human resources policies and labor contract agreements.
3. Provide day-to-day leadership and work with staff to ensure a high-performance, service-oriented work environment that supports achieving the department’s and district’s mission, objectives and values.
4. Supervise classified employees and student workers who administer programs dedicated to homelessness/displacement, food insecurity, legal aid, financial literacy, childcare, and transportation.
5. Develop and maintain a database of referral resources for social service agencies within the local community; facilitate relationships with off-campus agencies and resources to connect students to long-term support.
6. Conduct initial intake meetings with students to assess needs for appropriate referrals.
7. Serve as a resource and provide consultation, referral, and follow-up to students, faculty, staff, families, and/or others for questions or concerns including, but not limited to, student absences, concerning behavior, non-academic matters, and general student well-being. Take appropriate action to resolve issues with faculty, staff, and students.
8. Facilitate training programs and learning outcomes for employees and students on awareness, management, referrals, and reporting protocols. Assist with the development of communication materials, using a variety of media formats to support outreach efforts with faculty.
9. Works with academic deans, department chairs and faculty regarding individual students and behaviors, which affect the classroom environment; receives and addresses faculty concerns relative to student academic matters.
10. Proactively advocate for and seek support for students of concern by closely collaborating with resources and stakeholders across the campus and community. Evaluate and make suggestions for professional development, growth, and process improvement for students of concern.
11. Serve as a Behavioral Intervention Team (BIT) member. Assist in the development, deployment, and evaluation of reporting and decision-making protocols in order to proactively identify and engage in culturally responsive interventions and support student success and retention.
12. Record minutes of weekly BIT meetings as needed. Capture and manage case information in compliance with college, state, and federal regulations and requirements.
13. Collaborate with Judicial Affairs to provide structure and support for students of concern who are in possible violation of the Student Code of Conduct.
14. Serve as the administrator for the Maxient conduct database system to track and monitor cases. Collects, analyzes and interprets data for the CARE referral program. Develops comprehensive, statistical reports and summaries to evaluate & assess programs and identify trends in referrals and student behaviors that affect student success.
15. Identify and apply for funding opportunities that address homelessness/displacement, food insecurity, legal aid, financial literacy, childcare, and transportation.
16. Develop, oversee, and supervise a graduate intern program to provide basic needs support for students of concern.
17. Remain current and trained on standard and best practices, emerging strategies and interventions, and research at the local, state, federal, and international levels, supporting the reduction of threats to the campus community and connecting students of concern to the supports necessary to enable their retention and success. This includes training and professional development with 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, Clery Act, and applicable local, state, and federal laws.

### OTHER DUTIES:

1. Serve as the department’s representative on district committees, professional, industry and community groups, regulatory, and other agencies.
2. Perform related duties as assigned.

### KNOWLEDGE AND ABILITIES:

### KNOWLEDGE OF:

1. Trauma-informed practices to support student success.
2. Knowledge about, and skills in, developmental, psychological and medical issues facing college students.
3. Effective strategies to address college mental health, including crisis assessment, and behavioral intervention.
4. Applicable federal, state and local laws, rules and regulations [including OSHA rules and regulations if applicable].
5. Principles and practices of sound business communication.
6. Principles and practices of public administration, including budgeting, purchasing and main­taining public records.
7. Research methods and analysis techniques.
8. Principles and practices of effective management and supervision.
9. District human resources policies and labor contract provisions.
10. Safety policies and safe work practices applicable to the work.

### ABILITY TO:

1. Lead collaborative interdisciplinary teams.
2. Ability to work with and assist others in navigating through complex systems.
3. Ability to identify problems, use sound judgment and reasoning to make decisions autonomously.
4. Advanced knowledge of advising, case management, and counseling techniques within higher education settings.
5. Plan, organize, manage, assign, delegate, review and evaluate the work of staff engaged in supporting the CARE program, which is focused on holistic student support.
6. Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
7. Organize, set priorities and exercise expert independent judgment within areas of responsi­bility.
8. Develop and implement appropriate procedures and controls.
9. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
10. Communicate effectively, both orally and in writing.
11. Understand, interpret, explain and apply applicable laws, codes and ordinances.
12. Represent the district effectively in dealings with community organizations and social service agencies.
13. Present proposals and recommendations clearly, logically and persuasively.
14. Operate computer and standard business software.
15. Use tact and diplomacy in dealing with sensitive and complex issues, situations and concerned people.
16. Ability to maintain the highest level of confidentiality in dealing with sensitive student cases and working with the campus community.
17. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
18. Establish and maintain effective working relationships with all those encountered in the course of work.

### EDUCATION AND EXPERIENCE:

Graduation from an accredited four-year college or university with a bachelor’s degree in Social Work, Marriage and Family Therapy, Counseling, Student Affairs/Services, Higher Education or equivalent field of study and at least three years of progressively responsible experience in student support services and/or social work with knowledge of local service agencies; or an equivalent combination of training and experience.

Preferred:

* Completion of an accredited Master’s degree program in Social Work, Marriage and Family Therapy, Counseling, Student Affairs/Services, Higher Education or equivalent field of study.
* Experience providing non-clinical case management, emergency response, and outreach at an institution of higher education
* Licensed Clinical Social Worker, Licensed Marriage and Family Therapist, Licensed Professional Clinical Counselor, and/or Licensed Psychologist in the State of California
* Experience providing supervision to graduate interns

### LICENSES AND OTHER REQUIREMENTS:

A valid California driver’s license and the ability to maintain insurability under the district’s vehicle insurance program.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Classified staff, temporary/student workers.

**CONTACTS:**

Administration, faculty, staff, students, contractors, vendors, community organizations, and the general public.

**PHYSICAL EFFORT:**

*The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Primarily sedentary with intermittent standing, walking, bending and stooping; occasional light lifting and carrying of objects weighing up to 25 pounds; ability to travel to various locations on and off campus as needed to conduct district business.

**EMOTIONAL EFFORT:**

Ability to develop and maintain effective working relationships involving interactions and com­munications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

**WORKING CONDITIONS:**

Primarily business office environment; subject to frequent public contact and inter­ruption; inter­mittent exposure to individuals acting in a disagreeable fashion; may work at any district location or authorized facility with occasional evenings and/or week­ends on an as-needed basis. Occa­sional local travel may be requested.