

# American University Case Manager Job Description

American University

Office of the Dean of Students

Anticipated Position Vacancy

## CASE MANAGER

(2012-13 Academic Year)

The Office of the Dean of Students at American University anticipates a vacancy for the position of Case Manager. The case manager works with the Dean of Students and the Care Team managing a case load of students facing medical, mental health, socialization, academic and/or behavioral challenges to ensure they access appropriate support systems. S/he manages the CARE Network including review of Care reports and assignment of case managers, and provides staff support for weekly Care Team meetings in collaboration with the assistant and associate dean of students. This is a one-year appointment for the 2012-13 academic year (through May 31, 2013), and offers an excellent opportunity to collaborate with colleagues across the university supporting student retention.

### Job Functions:

#### 1. (70%) Case Management

- Manage a case load of students with medical, mental health, socialization, academic and/or behavioral needs to ensure they access appropriate support systems.
- Respond to parents and students to address complex student issues through to resolution.
- Communicate with academic administrators, faculty members, and advisors, as needed.
- Provide consultation and follow-up services to relevant parties.
- Assist with student emergencies involving the death of students, attempted suicides, and other emergencies (e.g., bomb threats, possession of weapons on campus or at university activities and events) as requested by the dean of students.

#### 2. (25%) Care Network Oversight

- Manage Care Network database; work with vendor to configure and update system to meet needs of the Office of the Dean of Students and the CARE Team.
- Review and triage Care reports; assign case managers.
- Provide general oversight to case manager assignment process; report concerns to dean of students.
- Use established policies, procedures and protocols when responding to students of concern.
- Train Care Network users on system operations; market Care Network to campus community.

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- Attend weekly CARE Team meetings; assist in identifying appropriate interventions for students of concern.
- Generate weekly report of students of concern for CARE Team meetings.
- Set agenda for weekly CARE Team meetings with associate dean of students ensuring that students with most significant concerns receive priority.
- Establish and maintain regular contact with CARE Team members and network of off-campus providers to support at-risk students.

### 3. (5%) Other duties, as assigned.

#### Education, Training, and/or Experience Required:

- Master's degree in higher education, student affairs, counseling, social work or related field is required.
- Must have knowledge of student development theory and its application, the law and higher education, case management models, and a background demonstrating success in working with students, parents, administrators, and faculty.
- Experience in case management of college students preferred; previous work on a college or university behavioral intervention team, a plus.
- Evidence of organizational understanding and an ability to work collaboratively.

#### Other Skills and Abilities Required:

- Excellent interpersonal skills; ability to manage multiple, competing priorities; demonstrated computer proficiency (word processing, spreadsheet, and database systems); strong analytical skills and excellent communication skills are required.
- Must have highest standards of integrity and ethics in both performance and behavior.
- Desire and appreciation for work in a diverse, fast-paced office environment.

#### To Apply

Since this announcement is for an anticipated opening, formal applications are not being accepted at this time. To express interest in the position and to be notified of the formal position announcement, please email a copy of your resume to [dos@american.edu](mailto:dos@american.edu).