
Auburn University Job Description

Job Title:	Mgr, Auburn Cares	Job Family:	No Family
Job Code:	AE77	Grade 35:	\$51,900 - \$86,400
FLSA status:	Exempt		

Job Summary

Develops, implements and manages all programs within the Auburn Cares office; this position focuses on programs dealing with students of concern and in crisis, and their families.

Essential Functions

1. Oversees all case management for students of concern referred to the Auburn Care student referral program by ensuring all students are properly assessed and receive proper intervention/response through individual meetings, referrals, and follow-up. Develops, oversees, and assesses protocol for responding to student concerns by determining intervention methods and best referral sources to aid students. Manages completion of timely and complete case documentation of all student referrals through electronic record-keeping system.
 2. Oversees the Title IX Process Advisor program which provides guidance and resources to faculty, staff, and students accused of a Title IX policy violation.
 3. Manages the Critical Incident Response Team (CIRT) including creation and oversight of emergency protocol, staff training, 24-hour emergency response, and record keeping process.
 4. Manages the Campus Food Pantry, including daily operations, food drives, marketing, software implementation, and campus partnerships. Sets agendas for the Campus Food Pantry Student Advisory board in order to establish initiatives, assessments, marketing opportunities, partnerships, and collaborations with campus units.
 5. Serves as the primary University point of contact for student deaths including providing official notification to campus departments, working with the families, friends and professors of the deceased student, arranging for University representation at the student's funeral service, and coordinating remembrance efforts to honor the deceased student immediately following the death. Develops and implements an annual memorial ceremony to honor AU students that passed away during the academic year.
 6. Oversees the medical withdrawal process for all students pursuing a withdrawal for a medical or mental health condition. Oversees the monthly Retroactive Medical Withdrawal Committee for students attempting to withdraw after the semester has ended. Manages the appeal requests and all medical withdrawal policy and procedures changes submitted to the Associate Provost.
 7. Oversees, evaluates, and distributes approximately Student Success Funds to assist students struggling with unforeseen financial hardships that directly impact their retention at Auburn.
 8. Implements, administers, and distributes funds through the EBSCO Home Stretch Scholarships to support low-income students who are struggling financially and at risk of not being retained.
 9. Implements and distributes meal assistance scholarships, Feed the Family Fund, to students struggling with chronic food insecurity. Oversees the allocation and distribution of funds from the Food Assistance Fund to support the Feed the Family Fund and the Campus Food Pantry initiatives.
 10. Conducts and oversees outreach presentations to promote the Auburn Cares office and related initiatives.
 11. Manages Auburn Cares website, social media, and all marketing efforts. Develops, coordinates, and approves the creation of all printed and digital marketing materials.
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Auburn University Job Description

12. Provides reports of individual student cases to appropriate offices, the Assistant Vice President of Student Development, and the Vice President of Student Affairs. Conducts comprehensive assessment of student trends, office operations, outreach needs, and shares as appropriate. Conducts regular evaluation of office staff and CIRT response to student concerns.
 13. Manages the budget for Auburn Cares; provides routine and ad hoc analyses/reports/metrics to ensure adherence to budget and account for discrepancies in budget.
 14. Assesses and refers priority cases that need to be discussed at the bi-weekly Threat Assessment Team meeting; coordinates follow up as appropriate.
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Auburn University Job Description

Supervisory Responsibility

Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.



Auburn University Job Description

Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	Four-year college degree	Degree in social work, counseling, or education.
Experience (yrs.)	5	Experience in social work, counseling, higher education or related field. Must have 2 years of experience directly supervising or managing non-student employees.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

Knowledge of government regulations pertaining to college students, including FERPA, the Clery Act, HIPAA, Title IX, Section 504 of the Americans with Disabilities Act.

Certification or Licensure Requirements

Title IX Responsible Employee Certification required.

Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Externally imposed deadlines; set and revised beyond one's control; interruptions influence priorities; difficult to anticipate nature or volume of work with certainty beyond a few days; meeting of deadlines and coordination of unrelated activities are key to position; may involve conflict-resolution or similar interactions involving emotional issues or stress on a regular basis.

Job frequently requires sitting, talking, hearing.

Job occasionally requires standing, walking, reaching, climbing or balancing, stooping/kneeling/crouching/crawling, handling objects with hands, and lifting up to 50 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 9/12/2019
