
Auburn University Job Description

Job Title: **Admstr, Student Advocacy**

Job Family: No Family

Job Code: **AG02**

Grade SR09 \$45,100 - \$72,200

FLSA status: Exempt

Job Summary

Reporting to the Associate VP, Student Affairs, this position will design, oversee, and implement multifaceted programming and services that support the representation, engagement, retention, and success of target populations, underrepresented groups, or those experiencing barriers to success. This position will provide a variety of advocacy services for special student populations who may be experiencing emotional, educational and cultural challenges; interacts with students and parents to address academic, educational or personal needs; assists in creating a supportive environment and offering high quality services on behalf of a diverse student population in collaboration with others in the work unit and university community.

Essential Functions

1. Develops, administers, and assesses protocol for responding to student concerns by determining intervention methods and best referral sources to aid students. Defines best practices related to accessibility, equity, and retention in order to enhance services.
 2. Oversees large and/or complex programs and initiatives aimed at supporting the representation, engagement, retention, and success of specialized student groups.
 3. Designs research and assessment plans to evaluate program outcomes. Analyzes and presents outcomes, defines performance standards and metrics utilizing those metrics to inform program goals and strategies
 4. Meets and interacts with students experiencing challenges and provides empathic emotional, educational, and cultural support. Provides students guidance, campus resources, referrals, and appropriate specialized services.
 5. Maintains complete case documentation of all student referrals through electronic record-keeping system to ensure compliance with university and other policies and regulations.
 6. Creates and delivers outreach programming for students aimed at providing avenues for success, eliminating barriers to learning, and preparing students for success for their college experience. Serves as a subject matter expert and resource for other units and student-centered offices throughout the university, creating and providing training and resources for supporting student success.
 7. Leads the Bias Education and Response Team (BERT), responding to reports of bias across campus. Administers completion of timely and complete case documentation of all student referrals. Communicates to the campus community the mission of BERT and their support services.
 8. Develops and maintains relationships with academic units, organization, industry, and agencies to determine programming needs and services ensuring best practice is provided to students. Develops and maintains working relationships with various groups across campus and externally including state and federal agencies. Serves as a liaison in order to garner support, gather feedback, and collaborate on delivery of services.
 9. Creates and implements communication plans for the Office of Student Advocacy and Bias Education and Response Team.
 10. Manages the budget for the office and provides routine and ad hoc analyses, reports, and metrics
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to ensure adherence to budget and account for any discrepancies.

11. May perform other duties as assigned by supervisor.

Supervisory Responsibility

May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

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.



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Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	Four-year college degree	Degree in Business, Education, Higher Education Administration, Counseling, Psychology, or related field.
Experience (yrs.)	4	Experience in assisting, advising, advocating, or counseling students to promote and achieve student success. Demonstrated experience building safe and trusting connections with students. If Education is substituted in lieu of experience, degree program must be related to advocating and/or counseling to promote student success.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

Minimum Required Knowledge

Knowledge of developing and assessing student success programs in order to enhance services.

Strong interpersonal skills including clear and effective communication skills, intercultural competence, and the ability to foster teamwork and collaborative relationships.

Strong intrapersonal skills including conscientiousness, professionalism, growth mindset, and the ability to problem solve, learn quickly, adapt flexibly, and work with multiple stakeholders in a fast-paced environment.

Experience communicating complex processes and information virtually, both in one-on-one settings and in online group conversations and communities.

Demonstrated commitment to student success.

Demonstrated knowledge of and interest in diverse cultures and populations.

Certification or Licensure Requirements

No Required.

Physical Requirements/ADA

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable;

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priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires sitting, talking, hearing, and lifting up to 10 pounds.

Job occasionally requires standing, walking, reaching, handling objects with hands, and lifting up to 25 pounds.

Ability to see information in print and/or electronically.

Date: 9/2/2021
