



Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

STUDENT CRISIS SUPPORT MANAGER

A Classified Supervisory Position (Exempt)
Grade 189E – Salary Schedule 35

A. General Statement

Under the direction of the Vice President of Student Services, the Student Crisis Support Manager is responsible for developing, implementing, managing, and evaluating programmatic components to assist students in crisis. The Student Crisis Support Manager is responsible for the college's education, training, and outreach programming related to the following programs that support students in crisis situations: CARES (Behavioral Intervention team), Threat Assessment team support, Title IX program support, and general education and training supporting student mental health, safety, and relationship violence. The Student Crisis Support Manager follows District policies and procedures consistent with federal, state, and local laws and regulations.

As part of the Student Services Leadership team, the manager is part of providing leadership and direction in providing comprehensive student support services that are rooted in "Students First" and contributes to Skyline College's commitment to equity and student completion.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Primary case manager for students in distress or crisis situations
2. Supports the Vice President of Student Services (Title IX Coordinator) in following processes, procedures, and practices as outlined per federal regulation, including keeping detailed notes of the interview process, compiling reports for the Title IX Coordinator, and overall effective implementation of Title IX program efforts
3. Under direction of the Vice President of Student Services, collaborates with the District office staff responsible for Title IX programming, Jeanne Clery Disclosure of Campus Security Policy and Campus Statistics Act (Clery Act); the Violence Against Women Act (VAWA); and other related state and federal laws and regulations. Collaborates with on and off-campus resources, other District investigators, law enforcement, and victim services to ensure that the District's processes, responses, and policies are consistent with state and federal laws and regulations
4. Primary carrier and responder for the college's Title IX/Student Crisis support phone line
5. Responsible for managing the CARES team (BIT) for the college, providing leadership, guidance, training, and education in supporting students through the CARES team process
6. Provides oversight and direction of faculty, staff, and administrators for the CARES team

7. Provides campus-wide training and education for CARES program efforts
8. Primary manager responsible for the maintenance, training, and education of the Advocate (software system for incident reports) system that supports CARES, student discipline, and public safety
9. Primary support for students presenting in crisis, often through the Health Center, Psychological Services, Student Discipline, program office, classroom, etc.
10. Integral member of the Emergency Preparedness campus operations and Threat Assessment teams
11. Collaborates with departments of Public Safety, Health & Wellness Center, Psychological Services, Disability Resource Center, and other student support or academic programs when providing case management
12. Identifies, coordinates, and delivers training needs for campus supervisors, managers, and employees and assists in providing education, training, and outreach programs related to Title IX, working with students through crisis, and overall CARES program efforts
13. Maintains files and databases, such as Advocate, Banner, and SARS for all student related issues
14. Attends conferences, trainings, and participates on committees as needed
15. Composes, formats, and prepares correspondence, memoranda, and reports from original ideas; composes, drafts, prepares and updates training, marketing, and informational materials
16. Collaborates with the Disciplinary Officer and provides training and support for students presenting in crisis throughout the discipline process
17. Liaison for students going through the student discipline process and the student grievance process to ensure student support in preparing for these processes
18. Frequent early morning, late evening, and/ or weekend work may be required, especially when a case is active
19. Performs other related duties as assigned

C. Requirements

- A combination of education and experience equivalent to a Bachelor's degree from an accredited institution
- At least two years of investigative experience and/or student support related to Human Resources, Equal Opportunity, Title IX, Clery Act, Campus SaVE Act, VAWA, Title VII of the Civil Rights Act of 1964, or Title II of the ADA
- Extensive interpersonal experience with people of diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds
- Demonstrated skill in respectful, sensitive, and discreet communication
- Experience making presentations and providing training to small and large groups of professionals
- Experience with leading the work of others to meet student needs and tight deadlines
- Experience with the use of a database and a variety of computer software to compose and prepare correspondence, reports, presentations, and other written materials
- Experience in setting up and maintaining confidential and other electronic and manual file systems
- Experience with research and compiling data for, formatting, and preparing statistical, financial and other reports
- Demonstrated skill in multi-tasking, prioritizing workloads, and working independently
- Demonstrated skill in oral and written communication

D. Physical/Other Requirements

This classification requires reaching, pulling, pushing, stooping, bending; lifting up to 30 pounds, dexterity of hands and fingers to operate keyboard; use of keyboard and typing up to 50 minutes per hour; work at a computer, including viewing a monitor for various lengths of time, repetitive use of mouse or other control device, and the ability to drive a motor vehicle in order to perform the essential functions.

E. Knowledge, Skills & Abilities

1. Knowledge of Title IX, Clery, SaVE, VAWA, Title VII of the Civil Rights of 1964, Title II of the ADA, and other related EEO laws
2. Knowledge student development and crisis management
3. Knowledge and understanding of conflict resolution basics
4. Knowledge of research related to student services, relationship violence, mental health and safety, and emerging practices for supporting students in crisis
5. Knowledge and familiarity with FERPA and HIPAA regulations
6. Skill in investigation methods and techniques, including listening, identifying, eliciting, and distilling essential information needed to assess and resolve problems and issues
7. Skill in preparation of comprehensive complex reports
8. Strong interpersonal skills with the ability to remain neutral and objective; tolerate a high degree of ambiguity, and work with emotional individuals in a compassionate, professional, and courteous manner and to diffuse and manage situations involving intense conflict
9. Superior organization skills, including the ability to manage time and tasks effectively and meet deadlines
10. Demonstrated superior judgment in a variety of sensitive and confidential issues
11. Strong problem-solving, conflict resolution, and decision-making skills
12. Skill in the use of computers and Microsoft Office, including word processing, spreadsheets, e-mail, and databases
13. Experience providing training to employees and/or students
14. Ability to handle highly confidential information with discretion and tact with minimum supervision
15. Ability to follow detailed verbal and written procedures and instructions
16. Ability to effectively prioritize tasks in a fast-paced environment
17. High level of self-initiative with strong commitment
18. Skill in respectful, sensitive and effective public contact with people of diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds
19. Skill in oral communication, including public speaking
20. Skill in written communication
21. Skill in the use of a database and a variety of computer software to enter and track data and to compose, format, and prepare correspondence, reports, spreadsheets and presentations
22. Ability to interpret collective bargaining agreement language

F. Preferred

- Graduation from an accredited institution with an emphasis in Student Support or Counseling
- Experience in an academic setting investigating or supporting student conduct, sexual harassment, or misconduct issues
- Experience with Title IX investigations
- Experience with crisis management