Job Title: Graduate Case Manager for Student Outreach & Support

Office Information/Purpose:
Student Outreach & Support is a University resource to ensure that students are connected to appropriate campus resources, have a plan of action to meet their goals, and learn how to navigate challenging situations.

The Student Outreach and Support office is committed to supporting students and empowering them to become self-relying members of our educational community, and to help them maximize their educational experience while pursuing their degrees.

Preference will be given to first year graduate students, but all students are welcome and encouraged to apply.

Job Summary/Position Details:
The Graduate Case Manager (GCM) has a 20-hour per week appointment with the Student Outreach & Support (SOS) office. The position shares responsibility in working with students to identify resources available to them when issues arise. The GCM predominantly works with complex student situations that have impacted the student’s ability to successfully function in the University community, or when the student has been disruptive to the community and requires significant behavioral changes to remain in or return to the University. The GCM will help facilitate a student’s access to, and appropriate utilization of, University and/or community services. The position requires mature, ethical decision-making and communication skills as well as the ability to work independently and as a member of a team. The GCM reports to the Assistant Director of Student Outreach & Support. This position is a year-to-year appointment and runs August to June each year.

Required Qualifications:
- Candidates must be enrolled in a master’s or doctoral program in the University of Denver.
- Experience working with clients/students with mental health concerns and alcohol or drug issues, and Crisis management experience.
- A demonstrated commitment to inclusive excellence

Preferred Qualifications
- Enrolled in a program related to Counseling, Psychology, Social Work or Higher Education.
- Experience working on a college campus
- Experience with working with the Maxient case management database environment.

Summary of Responsibilities: (including but not limited to)
Administrative
- Exhibit strong written and verbal communication skills, and involves reading and writing correspondence and dealing effectively with a broad range of students, as well as staff, faculty, parents, and the public.
- A basic understanding of computerized databases and information systems is highly desirable. Familiarity with Microsoft Office products (Word, Access, Excel, and Publisher) is essential.
- Database Maintenance - Maintain an electronic database of student CARE case management records, providing quarterly reports, etc.

Programming/Advising
- Support departmental programming initiatives
- Training/Community outreach - Work with the office leadership in creating a training program for the campus community.

Outreach Services
- Provide student support as a member of the SOS Team. Work with students who are having a difficult time navigating the system and achieving their desired results. Work to help them work through the correct channels, follow-up, and support the student by educating them on the University’s policies and procedures
- Provide outreach support as assigned by the Assistant Director/Director in accordance with office policies and protocol

Departmental Duties
- Meetings - Attend and actively participate in Crisis Assessment Risk Evaluation (C.A.R.E.), Student Outreach & Support and Campus Life meetings as a key member of the Student Life staff.
- Collaborate with other departments and offices on campus.
- Demonstrate an on-going commitment to the principles of multiculturalism and diversity through hiring practices, training and development programming, campus collaborations, and/or involvement and participation in university/divisional multiculturalism and diversity projects or initiatives.
- Contribute to Student Life initiatives as applicable.

Professional Development
- Participate in various trainings, retreats and professional development discussions that occur throughout the academic year.

Compensation:
- Hourly wage: **$18.50**
- Opportunity to apply for professional development of $250 (conference attendance, travel, etc.) from Student Life.

Please submit letters of application and resumes to care@du.edu. Applications will be reviewed until June 23, 2017.