Division Information
Student Affairs & Inclusive Excellence (SAIE) is the central student affairs division of the University of Denver.

SAIE supports students in their holistic development through advocacy, collaboration, and education; and we strive to be full partners in students’ learning experience. SAIE values student centricity; diversity, equity, and inclusion; collaboration; adaptability; and accountability. The Division’s strategic priorities are:
- Enrich the holistic student experience
- Elevate & Embed diversity, equity & inclusion
- Engage purposeful partnerships
- Enhance staff development, learning & well-being
- Enact sustainable practices & operations

SAIE includes Housing and Residential Education, the Health and Counseling Center, Student Engagement and the 4D Experience, the Dean of Students Office, and Budget, Operations, and Divisional Resources. Additional details at Student Affairs & Inclusive Excellence.

Unit Information
Student Outreach & Support (SOS) provides non-clinal case management and helps students succeed by connecting them to resources, developing a plan of action to meet their goals, and navigating challenging situations. The SOS staff creates an inclusive and welcoming environment for students to develop skills in self-awareness, self-advocacy, resilience, and navigation to maximize their educational experience.

A few programs and processes supported by SOS:
- Undergraduate and Graduate student case management
- Medical Leave of Absence (MLOA) process
- Basic needs support, including Swipe Out Hunger Process
- Process for outreaching to and supporting students impacted by events, tragedies or disasters (domestic or abroad)
- Emergency financial resources

Position Detail
Student Outreach & Support Graduate Service Assistant (GSA) has a 20-hour per week appointment with the SOS office. The primary role of this position is to develop and implement outreach and training opportunities to bring awareness of the SOS office to the DU community. The position also shares responsibility in supporting work with students to identify resources available to them when student issues arise. 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 Graduate Assistant reports to the Assistant Director of Student Outreach & Support.
Summary of Responsibilities

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 get them the answers they need, 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 in accordance with office policies and protocol.

Programming/Advising

- Training/Community outreach - Work with the Assistant Director on creating and implementing a training program for the campus community.
- Support departmental programming initiatives and events throughout the academic year.

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 – Note documentation via electronic databases (Maxient, Banner, etc.) for case management records.

Departmental Duties

- 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.
- Student Affairs & Inclusive Excellence (SAIE) initiatives as applicable.
- And other duties as assigned.

Required Qualifications

- Candidates must have an earned Bachelor’s degree AND admission/enrollment in a full-time University of Denver graduate program for 2024-25.
- Excellent organizational, planning, interpersonal and communications skills.
- 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.
- Ability to work independently and as a team member.
- A demonstrated commitment to diversity, equity, and inclusion.

Preferred Qualifications

- Interest, desire and/or experience in the field of Counseling, Psychology, Social Work or Higher Education.
- Experience working on a college campus.
- Crisis management experience.
- An ability and willingness to apply student development theory and concepts.
- Experience working with the Maxient case management database environment.

Compensation and Work Dates*
• Tuition: up to 24 credit hours per year in a full-time University of Denver graduate program, pending available funding
• Stipend: at least $18,927/school year, paid monthly
• Other: DU Health & Counseling Fee and Student Health Insurance
• Work dates: likely late August through early June, with academic breaks off and specific schedule to be determined
*Details for some positions, like Graduate Resident Directors with Housing & Residential Education, will vary slightly.

TO APPLY
Please submit a current resumé and cover letter to Thomas.walker@du.edu (SAIE Sr Project Manager).
• Your cover letter should clearly indicate which specific GSA position you are applying for, and summarize how your knowledge, skills and experiences match the job duties and requirements.
• If applying for multiple positions, we highly recommend submitting a separate application for each. (Duties and requirements vary; so a single letter covering all would be very challenging to do well.)
• We expecting to hold Zoom interviews in the week following Morgridge's mid-February 2024 Interview Days.
• We will continue to accept applications until positions are filled, and/or may update or withdraw postings entirely.