



<b>Job Title</b>	Associate Director, Student Care Services	<b>Job Code</b>	SD0813
<b>Pay Plan</b>	A&P	<b>Pay Grade</b>	17
<b>Union</b>	Non-Union	<b>Union Code</b>	0
<b>Job Family</b>	Student Development & Enrollment Services	<b>Subfamily</b>	Student Success Services

**Job Family & Subfamily Summary**

**Student Development & Enrollment Services Professionals** develop, implement, facilitate, and evaluate various programs focused on assisting students in successfully integrating into the University environment.

**Student Success Services Professionals** provide quality programs and services that support student success.

**Job Summary**

Oversees the daily activities of a student care unit providing care management services, student of concern referral process or delivering comprehensive interpersonal violence prevention education to students and providing support to all students impacted by interpersonal violence.

**Representative Duties**

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- Oversees the triage of student of concern cases, daily case load of students of concern
- Provides remedial and protective measures to student complainants, respondents, and witnesses
- Meets/speaks with students regarding concerns
- Oversees, develops, modifies and evaluates comprehensive university wide prevention education, training and outreach programming for students, student leaders, student organizations, and FTIC orientation
- Manages the database, referral relationships, reporter follow up, and student case management by facilitating daily student of concern assignments, class absence notification requests, and care call procedure
- Coordinates and collaborates with academic deans, faculty, health care providers, family members, community partners and colleagues within Student Development and Enrollment Services
- Supervises staff including overseeing graduate assistantships and internships
- Chairs the weekly interdisciplinary Student of Concern Team which reviews high risk students and coordinates the University Crisis team and maintain records and correspondence of Crisis Team recommendations
- Coordinates follow-up care for campus partners and families of deceased currently enrolled students
- Maintains sitting membership of University Medical Holds committee, SDES Critical Incident Response Team and Police Partnership Team
- Leads Student Care Services annual outreach plan including marketing and educational materials, website, content, presentations and trainings, and other forms of messaging
- Maintains Student Care Services budget
- Manages weekly, monthly, annual reports, and Institutional Effectiveness plan
- Oversees the mandated assessment procedure for students who are involuntary hospitalized
- Oversees UCF Cares initiative including website management, marketing, programing, and collaborative efforts
- Facilitates UCF Cares "student in distress" trainings for university employees
- Oversees student ambassadors and their year-round student outreach on UCF Cares
- Teaches UCF Cares student ambassadors lead scholars course
- Oversees a directory of community resources available to students and university employees
- Serves as community liaison by building consistent and relevant off-campus partnerships
- Updates and assists with the Golden Rule Student Handbook
- Reviews and develops effective policies for a campus wide response affecting Student Rights and Responsibilities
- Researches best practices for Case Management in relation to OSRR policies and practices

- Develops and maintains partnerships with Social Work program to provide internships for MSW candidates in Student Care Services
- Serves as a liaison for the Executive Director, Office of Student Rights and Responsibilities/Assistant Dean of Students, interacting with all levels of administration, students, and staff regarding student crisis

### Education, Experience, Skill Requirements

	Required	Preferred
<b>Education Level</b>	Bachelor's	Master's
<b>Certification(s)</b>		
<b>Licensure(s)</b>		
<b>Work Experience</b>		
6+ years of relevant work experience 2+ years of leadership experience OR 4+ years of relevant work experience with a Master's Degree 2+ years of leadership experience		
<b>Additional Requirements</b>		

### Physical/Environmental Demands

Standard office environment with no unique physical demands

**This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all duties, responsibilities and qualifications required of the job.**