Louisiana State University

**Assistant Director for Student Advocacy/CARE Manager**

**Student Advocacy and Accountability**

This position is primarily responsible for addressing student concerns both in and out of the classroom, to help create a campus environment in which students can be successful. The responsibilities are extensive in scope, as the primary focus of this position is to serve and support all students. The person in this position will coordinate the campus Communication, Assess, Refer, and Educate (CARE) team, which addresses students in critical situations. This position reports directly to the Associate Dean of Students/Director of Student Advocacy and Accountability, which is in the Office of the Dean of Students.

This position was created as a result of the University’s increased efforts to improve student retention and persistence at LSU, while creating a campus community dedicated to student success.

The duties required for the primary functions include:

**Student Advocate**

* Enhance and strengthen relationships throughout the campus community
* coordinate services for students in need, while locating and securing critical resources
* Organize and provide care to students in need
* experience with active interventions and victim advocacy
* Assess and evaluate experience specific to formalized tracking and case management systems
* Develop and distribution of reports, forms, and educational materials

**Alternative Dispute Facilitator**

* impartially facilitate disputes between two or more parties, one of which will be a student
* help students improve communication skills and clarification of expectations in a safe, non threatening environment, so there will be increased acceptance of outcomes
* listen to student concerns regarding campus life in and out of the classroom, to include roommate disputes, conflict with faculty members, confusion over advising, and appeals
* advise students in accountability referrals and Code of Conduct matters
* coordinate campus concerns, grievances, and feedback, to ensure a fair and equitable educational experience
* clarify policies and procedures

**Outreach/Educational Programming**

* This position will aid in campus outreach and education efforts to better inform students of the rights and responsibilities which are embedded within the LSU Commitment to Community.

**Working with others**

* Collaborate with members across the University and surrounding community to best meet the needs of LSU students
* Champion multiculturalism in a pluralistic society

**Operations**

* Improve operations and implement systems which will better track services and referrals to aid LSU students
* will maintain private files, records, and databases

**Qualifications**

* Masters degree in Student Personnel/Higher Education Administration, College Student Development/Personnel Administration, Counseling, Social Work, Psychology or a closely related field;
* Four years of progressively responsible full time experience in student affairs practice in higher education;
* The successful candidate should have some combination of knowledge and skills in the following areas:
  + emergency response/crisis intervention
  + experience in counseling/social work
  + commitment to students rights to privacy
  + mediation/conflict resolution/alternative dispute resolution/restorative justice
  + ability to question and evaluate information to make sound informed decisions related to conduct outcomes
  + knowledge of fundamental fairness requirements
  + understanding legal issues related to student affairs
  + policy development and implementation
  + collaborate effectively with a diverse constituency
  + office organization
  + working effectively under pressure
  + working as member of a team and independently
  + strong work ethic
  + excellent verbal and written communication
  + well developed interpersonal relations
  + knowledge of Family Equal Rights Protection Act (or FERPA)
  + ability to speak in front of audiences of varying compositions and sizes
* **Additional Qualifications Desired**:
  + Doctoral degree or coursework completed toward a doctoral degree
  + Experience in Alternative Dispute Resolution/Mediation/Social justice/ Ombudsperson
  + Experience in student conduct at the collegiate or university level
  + Website management experience