The University of Louisville, a preeminent metropolitan research university located in Louisville, Kentucky, is excited to announce an opening for the position of Program Manager for Student Services or “Case Manager.”

The Case Manager will report directly to the Dean of Students and work with the Student Care Team (SCT) (<http://louisville.edu/dos/faculty-and-staff/policies-procedures/sct.html>) to help students that are in distress or crisis situations that have come to the attention of the University. The Case Manager will provide a regular opportunity for communication between departments, ensuring that all the resources of the University of Louisville are available to students in crisis.  Specific responsibilities include providing oversight for all cases brought to the SCT, maintaining records of the SCT meetings and activities, coordinating responses, coordinating outreach efforts, providing training, and preparing reports. The Case Manager will serve as a member of the Dean of Students leadership team. Additional duties will include assisting with the University’s response to student conduct and support of other Dean of Student programs and initiatives.

Other Job responsibilities include:

* Serving as a primary resource for managing student issues related to students in distress, at-risk students, and students in crisis. Collecting, organizing, and evaluating facts associated with student cases, developing intervention plans, and communicating with the impacted student(s).
* Maintaining a comprehensive overview of students identified as being in distress. Managing recordkeeping through electronic reporting database system and via hard copy files making sure all correspondence and action items are accurately documented.
* Coordinating and tracking SCT recommendations, referrals etc., to ensure continuity of care.
* Building and maintaining positive collaborative relationships with various University departments and community agencies to assist students in taking advantage of available resources while determining the best option availiable in a given situation. Working with University resources to make referrals to community resources when appropriate or coordinating with hospitals for intake, discharge planning and crisis intervention.
* Facilitating information flow with SCT, identified students, departments, faculty, staff, parents, families, and designated emergency contacts regarding SCT cases and serious mental health emergencies, as well as other student issues or campus emergencies.
* Assisting with response to student conduct (case adjudication /SCT, Title IX investigation, conduct investigation, conduct hearing), student rights, student advocacy, student responsibilities and other student issues as needed.
* Developing and implementing training programs based on national best practicies about student intervention, conflict reolution, responding to difficult student issues, and consultative initiatives for University community related to awareness and reporting obligations.
* Representing Dean of Students Office on committees and at various programs, meetings, or activities. Other duties as assigned while serving as a professional staff member within the Dean of Student Office.
* Preparing reports, statistics and presentations documenting campus and national trends.

The successful candidate will have a master’s degree in Social Work, Counseling, College Student Personnel, Higher Education, or related field; possess demonstrated effective skills in organization, planning, decision making, problem solving, stragetic thinking and the effective use of resources. Must also have excellent oral and written communication skills, and experience responding to crisis situations. Preferred experience includes knoweldge of government regulations pertaining to students, including FERPA, HIPPA, Title IX, Section 504, and the Americans with Disabilities Act; demonstrated sensitivity to the concerns and needs of a diverse student population; experience developing crisis response protocols and strategies, and previous experience working in a higher education setting.

Salary is competitive and commensurate with the level of experience and education. The University also offers a generous benefit package.

Located in the Commonwealth’s largest metropolitan area, the University of Louisville is an Affirmative Action, Equal Opportunity, Americans with Disabilities Employer, committed to diversity and in that spirit, seeks applications from a broad variety of candidates.

To apply for this position, follow the link below and then click on "Staff Positions":

<http://louisville.edu/hr/employment/current-openings>

You must answer all required fields and submit your application by clicking the "Submit" button. Detailed instructions are available at <http://louisville.edu/hr/employment/applicants> in the "My Career Tools" section. **Deadline for applications is August 5, 2012.**   
  
For more information, please contact us by email at [employment@louisville.edu](mailto:employment@louisville.edu) or by phone 502-852-6542. If you require assistance or accommodation with our online application process, you may schedule an appointment at (502) 852-6542 with Employment Services at the Human Resources office located at 1980 Arthur Street, Louisville, KY 40208.