UNIVERSITY OF COLORADO DENVER | ANSCHUTZ

Job Description

**Director of Case Management and CARE Team**

**Office of Case Management**

**Division of Student Affairs**

Nature of Work

Under the direction of the Associate Vice Chancellor of Student Affairs, the Director of Case Management is responsible for developing, implementing, and managing a case management system to coordinate, facilitate, and monitor programs and services available to distressed students. The Director of Case Management will be charged with coordinating and supervising the Office of Case Management, staff and manage the Campus Assessment, Response & Evaluation (CARE) Team. The position serves both the Downtown and Anschutz Medical Campus.

Professional Field

Higher Education, Student Affairs, Mental Health

Examples of Work Performed

The responsibilities are extensive in scope, as the primary focus of this position is to serve and support all students and create an environment where students can be successful.

* Management Responsibilities
  + Manage the University’s CARE Team
  + Supervision of additional staff as program expands
  + Development and distribution of reports, forms, and educational materials
  + Special projects as assigned by the Associate Vice Chancellor of Student Affairs, in support of divisional, organizational or campus needs
  + Participate in CU committees as assigned
* Case Management Responsibilities
  + Serve as primary point of contact for faculty and staff who express concerns regarding students
  + Communicate with staff, parents, families or designated emergency contacts regarding emergencies, including hospitalizations and suicide attempts, to help facilitate a successful return to campus when issues are appropriately resolved
  + Facilitating readmission of students, subsequent to a leave of absence due to psychological or medically related matters or those who have been involuntarily withdrawn
* CARE Team Responsibilities
  + Takes leadership for maintaining and managing the operations of the CARE team. Develops appropriate protocols for recording the activities of the CARE Team
  + Maintains awareness of the “best practices” in the development of behavioral intervention teams and university case management programs
  + Consult regularly with the various departments and professional schools on campus
  + Develop and present workshops and training programs that assist University staff and faculty in dealing with problem situations involving students
  + Takes initiative for developing and maintaining appropriate marketing strategies for CARE including brochures, website, and promotional material

Knowledge, Skills and Abilities

* Office organization
* Functions with a great deal of independence and setting own priorities
* Strong commitment to, and experience in, working with diverse populations
* Crisis management experience
* Policy development and implementation
* Understanding legal issues related to student affairs
* Working effectively under pressure
* Excellent verbal and written communication skills
* Ability to speak in front of audiences of varying compositions and sizes

Minimum Requirements

* Doctoral degree, or coursework completed towards a doctoral degree in Counseling, Psychology, Social Work, or related field
* 3-5 years experience providing outreach, consultation, and / or case management in a university, community mental health or health care setting
* Experience leading Campus Behavioral Intervention / Threat Assessment Teams

Preferred Qualifications

* Knowledge about, and skills in, developmental, psychological and medical issues in the college student population