STUDENT CARE COORDINATOR

Reports to:  Assistant Vice President and Dean of Students

Position Summary/Purpose:
The Student Care Coordinator will coordinate care and linkage to services and resources on and off campus for students with mental health, physical health, and material needs. This position will also be responsible for coordinating care for distressed students and students experiencing situations that may disrupt educational, social/relational, and residential facets of college life. As an advocate and resource for students in distress, this position will assist with outreach and education to the campus community (students, staff, and faculty) regarding identification and support for students of concern. This will be done through consultations with faculty, staff, students, and constituents off campus such as hospital staff, local non-profits, and parents. The Student Care Coordinator fields calls, emails and referrals regarding distressed students during business hours as well as during evenings and weekends.

Essential Responsibilities:
- Contributes to the health and well-being of students by
  - Responding to early alert system (EARS) cases as assigned, by providing case management and care coordination for specific care areas, such as, but not limited to Student Care,
  - Facilitating student meetings for distressed and/or disruptive students with a clear goal of proactive, early intervention and care.
  - Consulting with on and off campus constituents, such as campus Counseling Services, Residence Life and Housing, Student Engagement staff, faculty, hospital staff, and other community providers to facilitate linkage and referral to appropriate care, as well as serve as a point person for communication about prevention, intervention, postvention, and changes related to academic areas of college life.
  - Communicating and facilitating care coordination with parents, guardians, and/or student-identified emergency contacts regarding student distress/crisis situations.
  - Assisting in the coordination efforts to support students and the campus community when distressing campus events occur.
  - Coordinating community resources for students experiencing resource management needs including, but not limited to food and/or housing insecurity, lack of access to healthcare, transportation and/or childcare.
Establishing assessment and evaluation procedures for case management activities
Contribute to University policies and procedures for managing distressed students, and postvention/return-to-campus coordination and care.
Assisting campus Counseling Support Services with training campus constituents/partners on University policies and procedures for managing students in distress. Facilitating in-person, phone, and/or telehealth risk assessments for students in distress as a backup responder, secondary to campus Counseling Services, when needed
Responding to after-hours calls (evenings, weekends) related to students in distress in a consultation role, to assist Residence Life professional staff regarding risk management situations and make recommendations regarding need to enact established University crisis protocols.
Contributing to a comprehensive referral list of community resources including, but not limited to entities such as low-cost/free health services, mental health support services, food pantries, shelters, and other student-identified resource needs in conjunction with Counseling Support Services and Health Services. Promote the integrative utilization of existing technology-based resources such as TAO and ThrivingCampus.
Participate in professional organizations relevant to job duties such as the Higher Education Case Managers Association (HECMA)

- Provides leadership, support and collaborates with campus partners to offer programs and workshops that advance a holistic approach to wellbeing, such as North Park Cares Week.
- Provides guidance and support for the Medical Leave of Absence process.
- Serves on Response Teams, as assigned, and provides triage and coordination of care for students in alignment with university protocol. This may include coordination of communication to students, faculty, staff, food services and other campus vendors.
- Meets with students to offer support on wellbeing issues such as conflict resolution, homesickness, isolation, and college transition anxiety, and makes appropriate referrals to additional on and off campus providers and resources to meet any escalated mental health support needs.
- Supports the mission and goals of the University by assuming other responsibilities as assigned by the vice president for student engagement and/or dean of students.

**Essential Qualifications:**
- Committed to and an articulate supporter of the university’s mission, identity, and Christian faith commitment.
- Desire to and proven ability to meet, relate to and work with a diverse student population.
- Master’s required. Priority given to LSW, LCSW, LPC, LCPC and LMFT candidates.
- Minimum of three years of direct student support experience in case management, counseling, guidance and/or advising.
- Knowledge of emotional and mental health issues affecting post-secondary students. Experience with mental health crisis management activities in a consultation or direct service role.
- General knowledge of and a commitment to follow state and federal laws and standards impacting post-secondary students and mental health crisis, including confidentiality, FERPA, Title IX.
• Developmental understanding of post-secondary students and a desire to facilitate and encourage this development in a supportive and service-oriented environment.
• The ability to effectively communicate with students, administrators, faculty and staff members, and outside constituencies.

Effective date: February 2022

NOTE: Nothing in this job description restricts the supervisor’s right to assign or reassign duties and responsibilities to this job at any time.

North Park University is a Christian university located in the city of Chicago and has been designated by the U.S. Department of Education as a Hispanic-Serving Institution and Minority-Serving Institution. North Park uses its core identity as a Christian, Intercultural and City-Centered campus to expand opportunities that support student recruitment, retention, and degree completion. North Park University is committed to equal opportunities for employment and advancement for all individuals, regardless of age, gender identity, sex, race, religion, color, disability, veteran status, national origin, or any other legally protected category.