



DOS Case Manager Graduate Assistant

2024-2025 Position Description

Candidates will be asked to apply on Handshake (Job #9117145)

Unit Summary

The Dean of Students Office seeks to enhance and recognize student learning and personal responsibility by:

- Serving as an information and referral center for students, families and the campus community;
- Providing non-clinical case management support for students; and
- Holding students accountable for behavior that is inconsistent with the University community's expectations (as outlined in the Student Code of Conduct).

The DOS Case Manager Graduate Assistant reports to the Assistant Dean of Student Development. Current staff serving as the ADOSD is Stephanie Stephens (stephanie.stephens@unco.edu; 970-351-4905)

Graduate Assistant Expectations

Duties and Responsibilities

As a member of the DOS staff, the Case Manager GA will provide direct support to:

- Assist in training and supervision of student staff employed to support the Student Affairs Front Desk operations
- Meet with students experiencing stress impacting their academics. This may include issues related to mental health, finances, course work, physical health, family, relationships, and other concerns.
- Communicate with faculty and staff as necessary regarding referrals/concerns.
- Meet with students who have been alleged to violate the Student Code of Conduct and serve as a university Resolution Coordinator, upholding the Code's values of community, equity, integrity, responsibility, and respect.
- Assist students in navigating conflict by serving as a conflict coach or mediator.
- Guide students to appropriate referral sources on and off campus.
- Attend regularly scheduled staff meetings.
- Maintain accurate case management records via web-based system.
- Consult with and maintain strong collaborative relationships with campus entities.
- Develop and facilitate educational programming (i.e. Conflict Resolution Series, Bystander Engagement) and training to the campus community.

The DOS Case Manager Graduate Assistant is an integral member of the Dean of Students team, and will work closely with the following areas:

- Bear Pantry
- CARE Team
- Student Legal Services
- Office of Institutional Equity and Compliance
- Housing and Residential Education
- Disability Resource Center

Qualifications and Additional Requirements

Minimum Qualifications:

- Enrollment in a Master's degree program
- Experience working with college students from diverse backgrounds
- Demonstrated conflict management skills
- Attentiveness to detail and ability to follow administrative processes

Preferred Qualifications:

- Experience supervising and training staff
- Experience working collaboratively within a team
- Experience working with university policies and resources
- Strong written and verbal communication
- Understanding of higher education setting, student development, and mental health concerns for college students
- Experience with problem-solving and autonomous decision-making
- Previous work experience in university housing, student life, orientation, or related role

Additional Requirements:

- By applying, applicants consent to a conduct check and grade check completed by the Dean of Students Office.
- Must maintain FERPA rights of students

Training Commitments

- Participate in department training in August
- Attend the annual UNC Graduate Assistant training day on August 19, 2024
- Complete annual training in Title IX (harassment identification/prevention), resources to assist distressed students, FERPA, and other training offered by the supervisor
- Additional on the job training will be outlined

Compensation:

The Graduate Assistant will receive a stipend of \$12,913 (Master's-level) over a 10-month period in addition to in-state tuition and fees. Graduate students classified as out-of-state will be responsible for covering the difference in tuition and fees.

Contract Period for Position:

This Graduate Assistantship is a full-time, Master's level, academic year contract. The contracted period is August 1, 2024 – May 15, 2025. The full-time assistantship is appointed for 18 hours per week during the contracted period (306 hours per semester, 612 hours per contract period). The contract period includes all pre-service and in-service training. The schedule of a student in an academic year contract follows the UNC calendar. Fiscal year contracts allow one week of vacation during the fiscal year. Graduate Assistants receive sick leave, as outlined in the [Paid Sick Leave Policy](#).

Employment Outcomes:

By serving in this position, the DOS Case Manager Graduate Assistant will be able to:

- Identify campus and community resources to support students in crisis and assess appropriate referrals
- Implement active listening and basic helping skills
- Advocate for student needs and promote students' self-agency
- Apply motivational interviewing techniques to support student development and behavioral change
- Articulate and model healthy conflict resolution practices
- Understand and navigate relevant laws and policies that impact student conduct work
- Understand and apply socially just practices to meet the diverse needs of students based on the identities they hold

Student Affairs Mission

Staff members within the Division of Student Affairs are expected to positively contribute to our mission of supporting students in the co-curricular environment and provide an experience that inspires students academically, intellectually, personally, and emotionally. With the diversity of our students in mind, we use a career readiness approach and social justice framework while fostering a culture and climate of CARE.