

# Case Manager

## Position Details

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### Position Information

<b>Department</b>	Human Svcs Resource Ctr (MSA)
<b>Position Title</b>	Coordinator-Student Program
<b>Job Title</b>	Case Manager
<b>Appointment Type</b>	Administrative/Professional Faculty
<b>Job Location</b>	Corvallis
<b>Position Appointment Percent</b>	100
<b>Appointment Basis</b>	12
<b>Faculty Status</b>	Regular
<b>Tenure Status</b>	Fixed-Term
<b>Pay Method</b>	Salary
<b>Recommended Full-Time Salary Range</b>	\$36,228 - \$61,560

### Position Summary

The Human Services Resource Center (HSRC) is seeking a Case Manager. This is a full-time (1.0 FTE), 12-month, fixed term professional faculty position. Reappointment is at the discretion of the Director.

This position, housed within the Human Services Resource Center (HSRC), will use a trauma-informed lens to offer case management services to a population of undergraduate students who struggle with: homelessness, housing-insecurity, food-insecurity, mental health and wellness, relationship conflicts, personality and social adjustment issues, employment support, physical health and nutrition, trauma recovery and victim advocacy. This position uses a social justice and equity based framework to assist students in accessing resources and solutions essential for increasing retention and student success. The Case Manager, will have a demonstrated ability to multi-task, and will have experience managing a diverse caseload.

This position will develop and cultivate relationships and collaborate with community stakeholders, resources and services. In addition to direct service, this position will coordinate with community stakeholders and campus partners including the Dean of Students Office (DOS), University Housing and Dining Services (UHDS), International Programs (IS), Counseling and Psychological Services (CAPS), and Disability Access Services (DAS).

The Case Manager will be an advocate for student success and will oversee the HSRC Emergency Housing program, helping students secure safe, stable and affordable, housing. This position advocates and supports students as they navigate financial aid challenges and helps students secure the financial aid package that would best serve their needs given varying levels of family support.

### Position Duties

#### 80% Student Support/Retention/Case Management

This position is the single point of contact for homeless students on the OSU Campus. They will manage a student caseload inclusive of: HSRC Emergency Housing students, those referred to the financial care team, former-foster youth, and others in financial crisis including those who might be:

- Experiencing/have experienced a pattern of repeated housing insecurity
- DACA/undocumented
- International students whose support levels have dramatically dropped
- LGBTQ students without family support
- Independent self-supporting students, student parents, McKinney-Vento homeless students, veterans, or those students just otherwise struggling to make ends meet
- Experiencing temporary or permanent physical or invisible disabilities or mental health challenges leading to housing or food insecurity

This position will use knowledge of state and federal financial aid systems and will assist students through these processes in order to ensure they are maximizing all of their financial aid

options. The Basic Needs Navigator will develop and maintain working relationships with OSU's Financial Aid office to stay updated about policy changes and current best practices. The HSRC Case Manager navigates social services in Corvallis, including Section 8 housing vouchers, rental assistance programs and the Supplemental Nutrition Assistance Program (SNAP). They will be responsible for creating and maintaining relationships with Corvallis community partners to best serve OSU students experiencing homelessness and/or food insecurity. This position is also able to navigate campus resources to maximize the support and services the student needs. Campus resources include: the Dean of Students Office (DOS), University Housing and Dining Services, International Programs, Counseling and Psychological Services, Disability Access Services, etc. The Basic Needs Navigator frequently reviews the HSRC Food Assistance Application and provides outreach to students who have applied and who have emergent other problems needing assistance.

This position reports to the Human Services Resource Center Assistant Director.

15% Administration and Leadership

This role is part of the HSRC Leadership Team, guiding the strategic direction of the HSRC. The successful candidate will assist the HSRC Assistant Director with staff/volunteer trainings and may provide some lead work and/or supervise HSRC interns or student staff specific to case management work. The Case Manager will also support and supervise student staff when other staff aren't present or available.

This position, in close partnership with the Assistant Director, will be responsible for creating and maintaining a filing system and/or database of caseload and subsequent reporting process for HSRC case management. The Case Manager will collect, analyze and report on data collected from this record keeping for annual/quarterly HSRC reports.

The HSRC Case Manager is a mandatory reporter.

Attend campus and community meetings as assigned.

5% Other duties as assigned

Participate in other tasks, projects, trainings, committee work or task forces as needed or as assigned.

**Minimum/Required Qualifications**

Bachelor's degree in Public Health, Social Work, Psychology, Sociology, Education or related field.

A demonstrable commitment to promoting and enhancing diversity.

Two years of experience providing direct service or advising to low-income populations full-time OR four years of internship, part-time, graduate or volunteer work with this population, OR an equivalent combination, for example, one year of full time experience and two years of part time experience.

Knowledge of social & cultural systems influencing poverty and/or homelessness.

Experience with crisis management and helping others problem solve and move past structural and systemic barriers.

Demonstrated experience managing a diverse caseload.

Demonstrated ability to multi-task

Excellent written and oral communication skills.

Strong organization and record keeping skills.

This position is designated as a critical or security-sensitive position; therefore, the incumbent must successfully complete a Criminal History Check and be determined to be position qualified as per OSU Standard 576-055-0000 et seq. Incumbents are required to self-report convictions and those in Youth Programs may have additional Criminal History Checks every 24 months.

**Preferred (Special) Qualifications**

Master's degree in Public Health, Social Work, Psychology, Sociology, Student Affairs or related field OR; Bachelor's degree in Public Health, Social Work, Psychology, Sociology, Student Affairs AND 5 years of experience in education or social services (or combined).

Experience providing state and federal social support service referrals.

Experience counseling students about federal financial aid programs, FAFSA, student loan systems and scholarships

Experience successfully assisting low-income individuals with Supplementary Nutrition Assistance Program (SNAP), Temporary Aid for Needy Families (TANF), SNAP for Women, Infants and Children (WIC) or other similar social-safety net programs.

Experience with Motivational Interviewing

Knowledge of Student Development Theory, Youth Development theories, Critical Race Theory, Restorative Justice, or counseling.

**Working Conditions / Work Schedule**

Some evenings and weekend work required.

**This position requires a clear and unambiguous commitment to compliance of all National Collegiate Athletic Association (NCAA) regulations for Division I (FBS) universities.**

Yes

## Posting Detail Information

<b>Posting Number</b>	P01972UF
<b>Number of Vacancies</b>	1
<b>Anticipated Appointment Begin Date</b>	07/02/2018
<b>Anticipated Appointment End Date</b>	
<b>Posting Date</b>	03/12/2018
<b>Full Consideration Date</b>	
<b>Closing Date</b>	04/11/2018
<b>Indicate how you intend to recruit for this search</b>	Competitive / External - open to ALL qualified applicants
<b>Special Instructions to Applicants</b>	<p>When applying you will be required to attach the following electronic documents:</p> <ol style="list-style-type: none"><li>1) A resume/CV; and</li><li>2) A cover letter indicating how your qualifications and experience have prepared you for this position.</li></ol> <p>You will also be required to submit the names of at least three professional references, their e-mail addresses and telephone numbers as part of the application process.</p> <p>For additional information please contact: Molly Chambers at <a href="mailto:molly.chambers@oregonstate.edu">molly.chambers@oregonstate.edu</a></p> <p>OSU commits to inclusive excellence by advancing equity and diversity in all that we do. We are an Affirmative Action/Equal Opportunity employer, and particularly encourage applications from members of historically underrepresented racial/ethnic groups, women, individuals with disabilities, veterans, LGBTQ community members, and others who demonstrate the ability to help us achieve our vision of a diverse and inclusive community.</p> <p>Starting salary within the salary range will be commensurate with skills, education, and experience.</p> <p>This position is designated as a critical or security-sensitive position; therefore, the incumbent must successfully complete a criminal history check and be determined to be position qualified as per OSU Standard 576-055-0000 et seq. Incumbents are required to self-report convictions and those in youth programs may have additional criminal history checks every 24 months. Offers of employment are contingent upon meeting all minimum qualifications including the criminal history check requirement.</p>

## Supplemental Questions

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Required fields are indicated with an asterisk (\*).

## Documents Needed to Apply

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### Required Documents

1. Resume
2. Cover Letter

### Optional Documents