About UMass Amherst

UMass Amherst, the Commonwealth's flagship campus, is a nationally ranked public research university offering a full range of undergraduate, graduate and professional degrees. The University sits on nearly 1,450-acres in the scenic Pioneer Valley of Western Massachusetts, and offers a rich cultural environment in a bucolic setting close to major urban centers. In addition, the University is part of the Five Colleges (including Amherst College, Hampshire College, Mount Holyoke College, and Smith College), which adds to the intellectual energy of the region.

Job Summary

Under the general direction of the Dean of Students, the Associate Dean of Students assesses, coordinates, develops, evaluates, and supervises the Student Life Support function of the Dean of Students Office cluster. Meets with students in crisis, advising on university policy and support programs, services, and initiatives. Creates, evaluates, and supervises Case Management Services, Crisis Response Protocols, and coordinates the Dean On Call rotation/follow up process. Major areas of responsibility include Dean's office systems and programs with focus on emergencies, student life issues, underrepresented students, and student success.

Essential Functions

- Develop, implement, and supervise a comprehensive approach for undergraduate and graduate students seeking to understand and navigate University Policies and Procedures. Responds to individual student problems, advises about policies and procedures, makes referrals, and intervenes with other agencies as needed.
- Implement and evaluate, the Student Life Support Case Manager Program and Services. Supervise, train, and evaluate two – three Case Managers, graduate students, and one clerk. Define case management protocols,
establish efficient use of case manager resources, and ensure case management processes and decisions comply with Title IX, Clery/VAWA, and university reporting requirements. Identify risk assessment protocol and processes to respond to students in distress or crisis. Advise faculty and staff; member of the Assessment and Care Team, and intervene with students as a result of discussion. Maintain case management and records appropriately, and create clear research and retrieval protocols to assist in risk assessment and decision making.

- Direct, implement, and evaluate Dean's office student services policies, processes, and procedures; including: the undergraduate emergency/short term loan, counsel students contemplating withdrawal, maintain contact with appropriate campus partners.
- Develop, implement, evaluate and actively monitor the Dean of Students Office On-Call and Student Crisis Response protocols. Collaborate on joint approaches for communicating, reporting, and responding to students who are facing personal crisis, mental health, and health and safety issues across the Division of Student Affairs and Campus Life (Residential Life, CCPH, and with University Police, and outside agencies) as needed.
- Assess, direct, and evaluate the University HelpLine operation including; recruiting, selecting, hiring, and training student staff and the marketing of services to undergraduate students and their families. Collaborates with campus partners to further the mission of the HelpLine service components. Monitors the daily operations of the call center including assessment of issues, trends, and proactive responses to student and parent concerns.

Other Functions

- Performs related duties as assigned or required to meet Department, Executive Area/Division, and University goals and objectives.
- Understands responsibilities with respect to Title IX, Clery and other compliance requirements.
- Demonstrates capacity, skill and willingness to engage students and contribute to student success.
- Works in a highly collaboratively manner with other campus stakeholders to fulfill the mission of Student Affairs and Campus Life.
- Acts as Dean of Students in their absence.
- Coordinates assessment for the Student Life Support area, plans and develops unit wide projects as directed.
- Work collaboratively with divisional and campus staff and other stakeholders to integrate cross program activities and functions.
- Understands and adheres to appropriate ethical standards of professional and academic conduct.
- Provide night and weekend on-call coverage as scheduled as part of the Dean on Call rotation.
- Understands responsibilities with respect to conflicts of interest and behaves in ways consistent both with law and with University policy.
- Contributes toward creating a positive and respectful workplace defined by personal and professional competence, integrity, and collaboration.
- Understands and contributes to implementation of departmental and institutional goals for achieving non-discrimination and creating a respectful, inclusive environment that is supportive of diversity.
Uses access to sensitive and/or not yet public university related information only in the performance of the responsibilities of position and exercises care to prevent unnecessary disclosure to others.

Ensures accuracy of recorded data through the use of analytical reports and reconciliations.

**Minimum Qualifications (Knowledge, Skills, Abilities, Education, Experience, Certifications, Licensure)**

- Master's degree in education, student personnel or related field.
- Five years of experience providing services to student at the college level.
- Demonstrated experience in developing and maintaining collaborative relationships with students, families, faculty and academic administrators.
- Demonstrated ability to analyze complex situations, implements solutions, and manage crisis situations effectively.
- Demonstrated ability to develop and maintain collaborative relationships with internal and external constituencies.
- Demonstrate commitment to diversity, social justice, and cultural competence and the ability to work in a multicultural environment and the ability to foster cultural, racial, gender equality on a personnel and programmatic level.
- Demonstrated ability to lead programs to new levels of effectiveness and impact.
- Demonstrated ability to work with diverse and non-traditional student populations.
- Excellent writing, interpersonal communication and organizational skills.

**Work Schedule**

Monday – Friday 8:30am to 5:00pm

Required to work some nights

Required to work some weekends

**Salary Information**

The salary range for this position is a grade 29 (see salary chart):

https://www.umass.edu/humres/sites/default/files/2015%20PSU%20Salary%20Sche

**Special Instructions to Applicants**

Apply by February 20, 2019. Application materials must include 1) a cover letter summarizing interests and qualifications, 2) a complete resume or curriculum vitae, and 3) contact information for 3 professional references.

UMass Amherst is committed to a policy of equal opportunity without regard to race, color, religion, gender, gender identity or expression, age, sexual orientation, national origin, ancestry, disability, military status, or genetic information in employment, admission to and participation in academic programs, activities, and services, and the selection of vendors who provide services or products to the University. To fulfill that policy, UMass Amherst is further committed to a program of affirmative action to eliminate or mitigate artificial barriers and to increase opportunities for the recruitment and advancement of qualified minorities, women, persons with disabilities, and
covered veterans. It is the policy of the UMass Amherst to comply with the applicable federal and state statutes, rules, and regulations concerning equal opportunity and affirmative action.

**Advertised:** Jan 16 2019 Eastern Standard Time

**Applications close:** Feb 20 2019 Eastern Standard Time

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