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 Associate Dean for Student Life, the Graduate Student Case Manager provides intake for, meets directly with, and develops a supportive action plan for a case load of graduate students experiencing medical, mental health, and/or family emergencies. Cases are managed in collaboration with on-and off-campus partners with the end goal of creating a long-term success plan by connecting students with appropriate resources. The Graduate Student Case Manager ensures students receive appropriate interventions, referrals, follow-up services and monitoring in order to maximize student success and minimize community members’ distress. The Graduate Student Case Manager meets directly with and develops educational and training plans in collaboration with on-and off-campus partners to assist in creating proactive and preventive approaches to student welfare.

Essential Functions

- Provide case management and related support services for graduate students and their families on a wide variety of adjustment, distress, and trauma issues. This includes, but is not limited to, assessing issues of concern for students, providing immediate assistance, making long-term referrals, and conducting follow-up to determine the success of and/or the need for additional referrals or interventions.

- Implement and adhere to standard Dean of Students Office intake and case management protocols. Track and monitor students in distress and maintain real time student case records in applicable tracking tools. Create and provide summary reports for weekly Case Management Meetings and work with the Case Management Team to identify and articulate student trends to Student Affairs and Campus Life and other campus partners. Prepare reports as needed to support the work of the assessment and Care Team (ACT), Title IX Coordination Team, and similar University groups. Provide support for administrative functions and information tracking.
• Create and deliver training materials and workshops for University departments and programs to help staff and faculty recognize signs of distress and address the needs of students in crisis. Develop educational and training plans in collaboration with on-and off-campus partners to assist in creating proactive approaches to student welfare. Trainings may include mental health issues, adjustment to the University, faculty/staff intervention strategies, and issues covered by Title IX, VAWA, Clery, and related compliance requirements.

• Establish and maintain positive working relationships with members of the Assessment and Care Team (ACT) and other faculty and, University staff: including, the Graduate School, the Athletic Department, Residential Life, Center for Counseling and Psychological Health, University of Massachusetts Police, University Health Services, Center for Health Promotion, Ombuds Office, and Disability Services. This involves providing direct communication and follow-up, as appropriate, on students within the Case Management System and responding to faculty and staff concerns in a timely manner.

**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 collaboratively with other campus stakeholders to fulfill the mission of Student Affairs and Campus Life

• 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.

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

• Master's degree in Education, Social Work, Psychology, Counseling or a related social/behavioral science field and three years delivering case management services OR Bachelor's degree in Education, Social Work, Psychology, Counseling or a related social/behavioral science field and five years experience delivering case management services.

• Knowledge of graduate student life on a University campus, including student development theory and its applications and common issues and trends for students, and case management models.

• Evidence of an effective leadership style, and a background demonstrating success in working with student, families, administrators, and faculty.

• Knowledge of contemporary principles/practices multicultural competence and case management.

• Knowledge in areas of crisis and risk management, behavioral intervention, and community standards in a higher education environment.

• Excellent interpersonal and collaboration skills and demonstrated experience and creativity in managing difficult and complex situations involving students, families, staff and faculty.

• Ability to manage multiple, competing priorities; demonstrated computer proficiency (word processing, spreadsheet, and database systems); strong analytical skills; and, excellent communication skills.
• Understands responsibilities with respect to conflicts of interest and behaves in ways consistent both with law and with University policy.

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**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---------(see salary chart):


**Special Instructions to Applicants**
Apply by---------. 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.