

**CARES Case Manager  
Austin Community College**

Direct Link: <https://www.AcademicKeys.com/r?job=229363>

Downloaded On: Jun. 30, 2024 10:30am

Posted Jan. 23, 2024, set to expire Nov. 29, 2024

<b>Job Title</b>	CARES Case Manager
<b>Department</b>	Student Affairs
<b>Institution</b>	Austin Community College Austin, Texas
<b>Date Posted</b>	Jan. 23, 2024
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Professional Staff
<b>Academic Field(s)</b>	Counseling Services Student Services
<b>Apply Online Here</b>	<a href="https://apptrkr.com/4954105">https://apptrkr.com/4954105</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

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**CARES Case Manager**

**Austin Community College**

**Job Posting Closing Times:** Job postings are removed from advertising at **12:00 A.M.** on the closing date e.g., at midnight on the day before the closing date.

[If you are a current Austin Community College employee, please click this link to apply through your Workday account](#)

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Austin Community College is a public two-year institution that serves a multicultural population of approximately 41,000 credit students each Fall and Spring semester. We embrace our identity as a community college, as reflected in our mission statement. We promote student success and community development by providing affordable access, through traditional and distance learning modes, to higher education and workforce training, including appropriate applied baccalaureate degrees, in our service area.

As a community college committed to our mission, we seek to recruit and retain a workforce that:

- Values intellectual curiosity and innovative teaching
- Is attracted by the college's mission to promote equitable access to educational opportunities
- Cares about student success and collaborates on strategies to facilitate success for populations including; first generation college students, low-income students, and students from underserved communities.
- Focused on student academic achievement and postgraduate outcomes
- Welcomes difference and models respectful interaction with others
- Engages with the community both within and outside of ACC

### **ACC Faculty Commitment**

ACC faculty are committed to exemplary teaching that supports student success and is guided by ACC Faculty Values. Intentionally using innovative, evidence-based teaching practices, faculty creatively foster critical thinking, student engagement, learning, persistence, achievement, and sense of purpose. While cultivating a culture of belonging and inclusiveness for all students, faculty pursue excellence and continuous improvement in course design, teaching strategies, assessment and feedback, and student learning.

To meet the highest level of exemplary practice, faculty seek out new strategies to intentionally nurture and respect learners' strengths, interests, needs, and cultures. Faculty commit to continuous mastery of their disciplines and teaching pedagogy as well as engagement in ongoing reflective practices in support of lifelong learning.

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### CARES Case Manager

#### **Job Description Summary:**

The Case Manager assists the Executive Dean and Student Affairs Deans with overall case management by triage referrals, coordinating interventions, and tracking students' completion of recommendations. The individual works closely with other campus resource providers, clinicians, student affairs units, and community support systems in coordinating a timely resolution.

#### **Job Description:**

#### **Description of Duties and Tasks**

Essential duties and responsibilities include the following. Other duties may be assigned.

- Support an ongoing caseload of students who benefit from a systems approach to student success, wellness, and retention.
- Manage all data, functions, and information in the Maxient database related to students of concern and maintain adherence to guidelines for disclosure and access.
- Triage referrals, schedule and coordinate interventions, assist in care plan development. Follow up with students to ensure compliance with recommendations.
- Assist with district-wide training on identifying and responding to students of concern, creating a community of care, and goals of the team for individuals and the college.
- Identify the network of on and off-campus services to assist students.
- Provide timely communication with the CARES members and other college administrators regarding students of concern and update case progression in the electronic database.
- Serve as a liaison and coordinate institutional referral processes between the CARES and district stakeholders, including follow-up with referral sources.
- Design and implement outreach efforts targeting students, faculty, and staff, including presentation and marketing materials.
- Conduct needs assessments and design and implement evaluation processes.
- Work closely with ACC Clinical Counseling, and Compliance services.
- Provide support and consultation to faculty and staff involved when students of concern are referred.

#### **Additional Job-Specific Duties**

- Some evening and weekend work is required.

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### **Knowledge**

- Understanding of mental health terminology, including diagnostic criteria.
- Experience conducting presentations to both large and small groups.
- Experience working with traditional/non-traditional-aged college students.
- Knowledge of current trends in alcohol education and risk reduction practices.
- Knowledge and utilization of the Maxient database system or other electronic case management systems.
- Ability to take initiative and balance multiple priorities.
- Experience working in a diverse environment, inclusive of people with varying social, economic, cultural, ideological, gender/sexuality, and ethnic backgrounds and identities.

### **Skills**

- Effectively using interpersonal and communications skills, including tact and diplomacy.
- Effectively using organizational and planning skills, including attention to detail and follow-through.
- Excellent verbal, listening, writing, problem-solving, and interpersonal communication skills.
- Maintaining an established schedule which may include evenings and weekends.
- Understanding of the application of FERPA, medical privacy guidelines, and other applicable laws and policies.
- Maintaining confidentiality of work-related information and materials.
- Establishing and maintaining effective working relationships.

### **Technology Skills**

- Use of a variety of spreadsheet, word processing, database, and presentation software.

### **Required Work Experience**

- Three years of related work experience.

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### **Preferred Work Experience**

- Five years of experience in a specific student personnel position at a college or university.
- Previous experience working with a behavioral intervention team or students of concern.

### **Required Education**

- Master's degree from an accredited institution in social work, higher education and student affairs, counseling, public health, or related field.

### **Physical Requirements**

- Work is performed in a standard office or similar environment.
- Subject to standing, walking, sitting, bending, reaching, pushing, and pulling.
- Occasional lifting of objects up to 10 pounds.

### **Safety**

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.

### **Salary Range**

\$73,896 - \$92,370

### **Number of Openings:**

1

### **Job Posting Close Date:**



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### **Clery Act**

As required by the US Department of Education, employees are required to report violations under Title IX and, under the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act (Clery Act), select individuals are required to report crimes. If this position is identified as a Campus Security Authority (Clery Act), you will be notified, trained, and provided resources for reporting.

### **Disclaimer**

The above description is an overview of the job. It is not intended to be an all-inclusive list of duties and responsibilities of the job, nor is it an all-inclusive list of the skills and abilities required to do the job. Duties and responsibilities may change with business needs. ACC reserves the right to add, change, amend, or delete portions of this job description at any time, with or without notice. Employees may be required to perform other duties as requested, directed, or assigned. In addition, reasonable accommodations may be made by ACC at its discretion to enable individuals with disabilities to perform essential functions of the job.

To apply, please visit: [https://austincc.wd1.myworkdayjobs.com/en-US/External/job/Round-Rock-Campus/CARES-Case-Manager\\_R-5240](https://austincc.wd1.myworkdayjobs.com/en-US/External/job/Round-Rock-Campus/CARES-Case-Manager_R-5240)

### **Contact Information**

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

#### **Contact**

Student Affairs  
Austin Community College



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