



Director, University Support and Advocacy Job Description

JOB INFORMATION

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| <i>Job Code:</i> | 119131 |
| <i>Job Title:</i> | Director, University Support and Advocacy |
| <i>FLSA Status:</i> | Exempt |
| <i>Supervisory:</i> | May oversee staff, students, volunteers, agencies and/or resource employees. |
| <i>Job Family:</i> | Safety/Risk Management |
| <i>Job Family Group:</i> | Environmental Health and Safety |
| <i>Management Level:</i> | 4 Administrator |

JOB SUMMARY

This position is responsible for providing assessment, case management, response and follow-up for incidents or problems that adversely affect the academic success of students or the work of faculty and staff. The Director, University Support and Advocacy appropriately refers affected university community members to internal and external resources, responds and follows-up with students, faculty and staff affected by issues and events, and collaborates across the university on incident response and response plans. The position is also responsible for collecting, managing and analyzing caseload data, as well as partnering with and supporting the response efforts of diverse campus departments and offices. The Director, University Support and Advocacy assists in coordinating crisis response protocols, manages and maintains contacts with affected university community members, directs outreach education concerning support services, and oversees the staffing of the Student Concerns Committee, as well as serving on the University Threat Management team. The position is also responsible for maintaining resource materials and reviewing University Exceptional Tuition Credits, all while managing an assigned staff.

JOB QUALIFICATIONS:

Education

| <i>Req</i> | <i>Pref</i> | <i>Degree</i> | <i>Field of Study</i> |
|------------|-------------|-----------------|-----------------------|
| X | | Master's degree | |
| | X | Master's degree | |

Additional Education

Check here if experience may substitute for some of the above education.

X Combined experience/education as substitute for minimum education

Work Experience

| <i>Req</i> | <i>Pref</i> | <i>Work Experience</i> | <i>Experience Level</i> |
|------------|-------------|------------------------|-------------------------|
| X | | 7 years | |
| X | | 5 years | university setting |
| | X | 10 years | |
| | X | 7 years | university setting |

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

| <i>Req</i> | <i>Pref</i> | <i>Functional Skills</i> |
|------------|-------------|--|
| X | | Experience in the area of case management support and prevention with the ability to calmly manage multiple situations and projects at the same time. |
| X | | Experience working with a diverse population. |
| X | | Demonstrated proficiency with university policies, protocols and databases. |
| X | | Excellent problem-solving skills, written and oral communication skills, and listening skills. |
| X | | Proven interpersonal skills, with the ability to develop good stakeholder relationships and work effectively with students, faculty, staff, administrators and family members. |
| X | | Demonstrated organizational skills and be able to undertake multiple tasks simultaneously. |
| X | | Professional and a self-starter. |
| X | | High standards of professionalism and confidentiality. |
| | X | Demonstrated experience providing advocacy support to survivors of sexual assault, dating/domestic violence and stalking. |
| | X | Experience providing education on topics such as sexual assault, dating/domestic violence, stalking, and intersecting oppression. |
| | X | Possess specialized expertise and knowledge of the effects of sexual violence on survivors, survivor recovery, medical and legal procedures. |
| | X | Sensitivity to cultural, racial, ethnic, and sexual diversity. |

Other Job Factors

JOB ACCOUNTABILITIES

| | <i>% Time</i> | <i>Essential</i> | <i>Marginal</i> | <i>N/A</i> |
|---|---------------|------------------|-----------------|------------|
| Provides case management to resolve, guide and intervene on complex problems that adversely affect a student's academic success or a faculty or staff members' work. Partners with internal and external constituents and evaluates problems and identifies options and solutions for resolution. Provides information and guidance to students, faculty, staff and family members and facilitates their connection to resources. | | | | |
| Thoroughly assesses, responds and follows-up in a timely manner on incidents reported through the Department of Public Safety, online reporting programs, and reports from students, faculty, staff, and families. | | | | |
| Provides appropriate referrals to resources such as the Department of Public Safety, Student Counseling Services, the Center for Work and Family Life, and the Engemann Student Health Center. | | | | |
| Recruits, screens, hires, trains and directly supervises all assigned staff. Evaluates employee performance and provides guidance and feedback. Counsels, disciplines and/or terminates employees as required. Oversees onboarding and orientation of new employees to ensure that duties, responsibilities, work requirements and performance standards are clearly understood. Assesses staff development needs. Promotes staff participation in educational opportunities and activities. Schedules, assigns and prioritizes workloads. Sets appropriate deadlines. Monitors employee performance on day-to-day basis. Ensures timely completion of unit's work. | | | | |
| Provides timely response and follow-up with students, faculty, and staff impacted by concerning and critical issues and events. | | | | |
| Identifies campus incidents, issues and trends and coordinates and/or collaborates on appropriate response and response plan. | | | | |
| Manages data collection and analysis for cases and caseload including tracking reports on for areas such as crime victims, hospitalizations, and tragedies. | | | | |
| Partners with and supports the response efforts of campus departments and offices (e.g., student counseling, Center for Work and Family Life, Residential Education, academic units, fraternity and sorority life, Title IX). | | | | |
| Assists senior management in coordinating crisis response protocols in partnership with the Department of Public Safety, Student Affairs, Fire Safety and Emergency Planning, and Human Resources. | | | | |
| Manages various contacts with faculty, staff, students and family members who are concerned about a member of the campus community. | | | | |

JOB ACCOUNTABILITIES

| | <i>% Time</i> | <i>Essential</i> | <i>Marginal</i> | <i>N/A</i> |
|--|---------------|------------------|-----------------|------------|
| Directs outreach education about support services. Works with campus leaders to increase awareness of campus resources. Obtains feedback on the type and quality of services provided. | | | | |
| Ensures the Student Concerns Committee is appropriately staffed. Serves as a member of the University Threat Management team. | | | | |
| Prepares and updates resource materials including the protocol handbook and Department Operations Center (DOC) handbook. | | | | |
| Reviews and processes University Exceptional Tuition Credits. | | | | |

Other Requirements

| <i>Essential:</i> | <i>Emergency Response/Recovery</i> | <i>Essential:</i> | <i>Mandated Reporter</i> |
|--|--|-------------------|---|
| | In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed. | | A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/ |
| <i>Campus Security Authority (CSA)</i> | | | <i>Essential:</i> |
| By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/ | | | Yes |

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.