



Student Health Leave Coordinator Job Description

JOB INFORMATION

<i>Job Code:</i>	137535
<i>Job Title:</i>	Student Health Leave Coordinator
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee student, temporary and/or casual workers.
<i>Job Family:</i>	Student Services
<i>Job Family Group:</i>	Student Support Services
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Coordinates Health Leave of Absence (HLOA) processes for students initiating, going through, and returning from a health leave. Assists students and student designees in developing comprehensive health leave plans. Monitors student compliance with treatment plans, identifies and resolves issues/problems, and develops transition plans for returning students. Provides guidance to students and families considering an HLOA. Manages and maintains case records.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree	Psychology	Or
X		Bachelor's degree	Social Work	Or
X		Bachelor's degree	Higher Education	Or
X		Bachelor's degree	in related field(s)	
	X	Master's degree	Psychology	Or
	X	Master's degree	Social Work	Or
	X	Master's degree	Higher Education	Or
	X	Master's degree	in related field(s)	

Additional Education

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

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		2 years	of experience in the area of case management support and crisis intervention.	
	X	5 years	of experience in the area of case management support and crisis intervention.	

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

Req	Pref	Functional Skills
X		Ability to calmly manage multiple situations and projects at the same time.
X		Experience working with a diverse student population in higher education.
X		Excellent written and oral communication skills, and an exemplary attention to detail.
X		Demonstrated interpersonal, organizational, critical thinking, and analytical skills.
X		Ability to develop good stakeholder relationships and work effectively with students, faculty, staff, administrators and family members.
X		Demonstrated ability to work independently with minimal supervision, deftly handle time-sensitive matters, meet strict deadlines, and accomplish high-profile and sometimes confidential tasks.
X		Demonstrated proficiency with university policies, protocols, and databases.
X		Demonstrated experience with office management software/tools (e.g. Google suite, Slack, Skype).
	X	Ability to present ideas and solutions in non-technical, business-friendly terms and translate complex ethical, legal, and compliance concepts.

Other Job Factors

- MA, MSW, or MFT preferred. Master's in higher education student affairs (e.g., Master of Education or Master of Science) will be considered.

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Coordinates Health Leave of Absence (HLOA) processes for students initiating, going through, and returning from a health leave. Assists with and reviews documentation, conducts check-ins, and assists with developing plans. Provides case management; intervenes and works to resolve complex problems that adversely affect a student's academic success or faculty/staff members' work. Maintains contact with students and their families via various methods (e.g., in-person meetings, email, phone calls) to address students' needs and university requirements, as appropriate.				
Provides guidance and recommendations for students considering an HLOA. Determines appropriateness of HLOA requests on an individual basis. Provides information and guidance to faculty, staff, and family members, facilitating their connection to appropriate resources. Assists students and student designees in developing comprehensive health leave plans.				
Monitors student compliance with treatment plans and/or university expectations. Fosters student self-advocacy to manage their academic, personal, and fiscal responsibilities. Communicates with internal and external constituents (e.g., academic units, treatment providers) to identify and evaluate problems; identifies options and solutions for resolution. Collaborates with university departments, academic units, and advisors to determine necessary steps for a smooth transition between a student's HLOA and return.				
Makes individualized assessments of student situations; makes determination of conditions of student's return. Communicates with students, treatment providers, and campus partners to coordinate students' successful return from a HLOA. Assists CSI team with timely and thorough assessments, response referrals, and follow-ups with students, faculty, and staff impacted by concerning and critical issues/events.				
Manages and maintains case records, tracking and monitoring case progress from initiation to completion, as well as follow-ups. Maintains tracking system that monitors students currently on and returning from HLOAs. Maintains data privacy and assists with annual HLOA reports.				
Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

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/			

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.