

JOB INFORMATION

Job Code	AE84
Job Description Title	Dir, Auburn Cares
Pay Grade	SR13
Range Minimum	\$74,300
33rd %	\$94,110
Range Midpoint	\$104,020
67th %	\$113,920
Range Maximum	\$133,740
Exemption Status	Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	7/12/2022

JOB FAMILY AND FUNCTION

Job Family:	Student Resources
Job Function:	Student Services

JOB SUMMARY

Reporting to the Associate Vice President, Student Affairs, the Director of Auburn Cares serves as the point of contact for all referrals to Student Affairs about students of concern and students in crisis. Serves as the campus expert and point of contact for all student concerns and works regularly with Associate Deans, Faculty, Administrators, Campus Safety & Security, Academic Advisors, parents, and others from the campus and community. Creates and implements protocols and policies for managing and responding to student emergencies, critical incidents, and deaths.

RESPONSIBILITIES

- Oversees all case management for students of concern referred to the Auburn Cares office to ensure all students are appropriately assessed for safety and risk, and receive appropriate intervention and response through outreach, individual meetings, referrals, and follow-up. Develops, oversees, and assesses protocol for responding to student concerns, including communicating with parents and police for safety concerns. Responsible for student outreach and intervention, as well as student emergency contact notification when there are concerns about a student's safety and well being. Oversees completion of timely, confidential, and complete case documentation of all student referrals through an electronic record-keeping system. Provides guidance and direction to students and parents in navigating campus resources, departmental procedures, and university policies. Follows up with students to foster the development of coping skills, resiliency, self-advocacy, and other skills to maximize success.
- Supervises a professional team focused on student support, success, and retention. Provides all decision making authority for Auburn Cares policy and student issues, as well as issues related to the medical withdrawal process, including approval and denial of medical documentation. Serves on the Student Affairs Leadership Team (SALT).
- Manages the Safe Harbor program that supports and assists students and employees of Auburn University who have experienced power-based personal violence, including dating and domestic violence, sexual assault, and stalking and harassment by providing crisis response, support, and providing information and referrals to professionals on campus and in the community. Oversees the 24-hour response system and coordinates communication and services with several agencies including East Alabama Health, Rape Counselors of East Alabama, the District Attorney's office, Auburn Police, and others.
- Oversees the medical withdrawal process for all students pursuing a withdrawal for medical or mental health conditions. Serves as the sole decision-maker for issues related to medical withdrawal applications and medical documentation.
- Oversees the direction and operation of the Campus Food Pantry, Campus Food Pantry Student Advisory Board, and meal assistance program which is called Feed the Family Fund. Manages the Campus Food Pantry operation, including daily operations, food drives, marketing, software implementation, fundraising, and campus partnerships to support students struggling with food insecurity. Directs and distributes meal

RESPONSIBILITIES

assistance scholarships (Feed the Family Funds) to students struggling with chronic food insecurity. Oversees the allocation and distribution of approximately \$90k in Feed the Family Funds. Ensures compliance with all federal financial aid laws when awarding and distributing funds.
Leads and directs campus response for all student deaths. Receives direct notification from the Lee County Coroner regarding all student deaths and provides notification to the Sr. VP for Student Affairs. Contacts deceased student's family to offer condolences on behalf of Auburn University. Serves as the sole point of contact at Auburn University for student deaths including providing official notification to campus departments and administrators, works directly with the deceased student's family as the university point of contact, works directly with friends and professors of the deceased student, arrange for university representation at the student's funeral, and leads remembrance efforts to honor the deceased student immediately following the death.
Evaluates and directs the distribution of approximately \$230k in Student Success Funds to assist students affected by unforeseen financial hardships that directly impact their retention. Ensures compliance with all federal financial aid laws by working directly with the Executive Director of Student Financial Services to ensure eligibility when awarding emergency funds.
Biannually directs, implements, and administers up to \$100k in funds through the EBSCO Home Stretch Scholarships to support low-income students who are struggling financially and at risk of not being retained. Ensures compliance with all federal financial aid laws by working directly with the Executive Director of Student Financial Services to ensure eligibility when awarding scholarships.
Conducts and oversees outreach presentations to promote the Auburn Cares office and related initiatives and services.
Performs other related duties.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.
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MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Master's Degree	No specific discipline. Degree in Higher Education, Counseling, Social Work, Education, or related field is desired.	And	7 years of	Experience in mental health, counseling, social work, or related field. Experience in higher education environment desired. Must have 2 years of experience directly supervising or managing employees.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Working knowledge of student learning and development concepts and theory.	
Understanding of working within higher education organization.	
Knowledge of conflict resolution methods and management concepts, and crisis management and intervention techniques in higher education.	
Knowledge of mental health terminology and treatment plans, understanding of mental health evaluation and risk assessment, knowledge of threat assessment models and intervention techniques in higher education, Auburn University employee policies and procedures, working knowledge of government regulations pertaining to higher education (FERPA, Clery, Student Code of Conduct, ADA, federal financial aid guidelines).	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other
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PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting	X					
Climbing			X			
Stooping/ Kneeling/ Crouching			X			
Reaching			X			
Talking					X	
Hearing					X	
Repetitive Motions					X	
Eye/Hand/Foot Coordination					X	

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold			X		
Extreme heat			X		
Humidity			X		
Wet			X		
Noise			X		
Hazards			X		
Temperature Change			X		
Atmospheric Conditions			X		
Vibration			X		

Vision Requirements:
Ability to see information in print and/or electronically.