



Job Description

Title:	Student Support Case Manager
Status:	Full-Time Staff, Exempt Full-time (35 hours/week). In-person five days per week with the flexibility to work from home one day per week - Subject to change at the discretion of the VP and Dean of Student Affairs.
Benefits:	Eligible
Reports To:	Vice President and Dean of Student Affairs

Position Summary

The **Student Support Case Manager (SSCM)**, housed within the Student Affairs Department and reports to the Vice President and Dean of Student Affairs, is a specialized role that blends direct student care management with campus-wide collaboration. The SSCM provides non-clinical consultation, coordinates student referrals, and leads initiatives to reduce student attrition while improving the overall student experience. This position deals with confidential information at all times and must adhere to all applicable laws and regulations governed by the local, state and federal authorities when disseminating information to external and internal entities.

The SSCM identifies and addresses the needs of students struggling with psychological or physical health, crime victimization, economic concerns, and social adjustment through targeted interventions and comprehensive follow-up services. This position relies on building strong, holistic relationships with both internal and external stakeholders to support the Manor College community. The SSCM helps students to thrive by improving the communication dynamics, accessing supportive services and connecting them with resources while fostering resilience, equality and empowerment.

Specific Responsibilities & Essential Functions

Case Management & Documentation

- **Case Oversight:** Manage Manor College's student caseload by analyzing data, identifies areas for improvement and developing actionable implementation plans, the threat assessment procedures, and the response processes or protocols.

- **Database Management:** Maintain thorough, up-to-date records of all student cases, behavioral reports, meeting notes, resource requests, and action logs. via behavioral reports, meeting notes

Direct Student Support & Referral

- **Student Engagement:** Meet with current and incoming students to provide guidance and resources for challenges regarding health, wellness, and basic needs.
- **Social Service Integration:** Connect students to critical external social services, including public benefits, food stamps (SNAP), cash assistance (TANF), housing, Medicaid, utilities, and childcare resources.
- **Resource Network:** Refer students, families, and colleagues to appropriate internal campus offices and external community support systems.

Collaboration, Policy, & Outreach

- **Institutional Alignment:** Interpret, apply, and communicate applicable Manor College policies and stay updated on campus procedures impacting enrollment.
- **Cross-Campus Communication:** Provide timely updates on student progress to faculty and staff stakeholders as appropriate and within confidentiality guidelines.
- **Campus Outreach:** Conduct educational presentations to faculty, staff, and students regarding Case Management and resources.
- Adhere to all college policies and procedures.
- Maintain professional communication with students, faculty and staff at all times.
- Promote and uphold Manor's Catholic Basilian Mission.

Establish the Essential Basic Needs & Wellness Programming

- **Program Administration:** Develop, administer, and manage campus partnerships and initiatives addressing basic needs insecurity.
- **Wellness Campaigns:** Partner with Counseling Services, Health Services, Student Engagement, Residence Life, and Athletics to implement educational workshops on wellness, stress management, and social relationships for traditional undergraduate and adult learner populations.
- Other duties as assigned by Vice President and Dean of Student Affairs.

Knowledge, Skills, & Abilities

- **Crisis & Support Expertise:** Proven skill in managing student support issues such as mental health distress, substance abuse, sexual assault, relationship violence, severe medical concerns, and academic adjustments.
- **De-escalation & Mediation:** Demonstrated knowledge of conflict mediation and crisis de-escalation techniques.
- **Regulatory Compliance:** Knowledge of federal and state laws applicable to higher education, including FERPA, Title IX, and Title II.

- **Communication & Navigation:** Excellent interpersonal, oral, and written communication skills, with the ability to help others navigate complex institutional systems.
- **Caseload Management:** Critical thinking and problem-solving skills necessary to handle a large case load efficiently under tight timelines.
- **Cultural Competence:** Demonstrated inclusivity and cultural competence when working with diverse student demographics, identities, and backgrounds.

Qualifications

- **Education:** Master's degree in Social Work, Counseling, Higher Education Counseling, or a closely related field.
- **Experience:** Minimum of two years of post-Master's experience in a higher education or closely related community case-management setting.
- **Crisis Response:** Minimum of one year of professional experience directly supporting individuals in high-need, emotional, or crisis situations.
- Have the ability to work effectively with a diverse student and faculty population.
- Strong interpersonal and written communication skills.
- Proficient in standard software applications, including Microsoft Office, Gmail, Navigate, Canvas, etc.

Preferred Qualifications

- Prior case management experience within a higher education setting utilizing student development models.
- Established experience building local and national resource networks for student basic needs.

(Note: An equivalent combination of education and experience will be considered.)

Salary Range: \$55,000-\$60,000, commensurate with experience.

TO APPLY:

For consideration, qualified individuals please submit a Cover Letter and Resume to jobs@manor.edu.

ADDITIONAL INFORMATION:

Background checks will be completed as required by law or Manor College policy and procedures

Equal Opportunity Statement

Manor College is committed to the principle of equal educational and employment opportunities for all people and embraces diversity. Furthermore, the College provides equal opportunity for all regardless of race, color, religion, national origin, age, sex (including pregnancy, childbirth and related medical conditions), disability, genetics, citizenship status, military service, or any other status protected by law.