| Date | Position # | Position Title | Reports To: |
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| 10/11/2024 | CFA030 | Care Services Manager | FA9737 |

|  | | For HR Use Only | | |
| --- | --- | --- | --- | --- |
| Division | Department | Pay Table/Level/Grade | soc code | employment code |
| Student Affairs | Student Support – Special Populations | G3 | 11-0000 | 5 - Other Full Time |

# Status: Please select the appropriate boxes that apply.

| **Regular/Continuing:**☒ | **Bargaining Unit:**  AFT | **Non-Bargaining:** ☐ | **Provisional/Grant Funded:** ☐x | **Temporary/Limited Duration:** ☐ |
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| **Individual Position:** ☒ | **Full-Time (40 hrs/wk):** ☒ | **Part-Time:** ☐  \_\_\_\_ Hrs/Week | **Pooled Position:** ☐ | Type here **# of Employees if this position is pooled.** |
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| **JOB SUMMARY:** This section should summarize the overall purpose (“mission”) of this job in 1-4 sentences. Briefly describe the primary reason the job exists at LCC. |
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| Driven by compassion, inclusivity, integrity, teamwork, and work-life balance the Student Affairs division is committed to student success by ensuring that high quality programs and services are delivered by a caring and professional team.  Connecting with these values, the Care Services Manager reports to the Associate Dean of Student Support and assists students in navigating and accessing campus and community resources; this includes referrals to both on and off campus community providers, exploration of and referral for behavioral, mental and medical health concerns. The Care Services Manager is responsible for initiating and overseeing those actions that will assure that the college does not discriminate against students and the public who have disabilities and are otherwise qualified to participate in college programming and activities. The incumbent will direct all services within the Center for Student Access. This position will serve as one of the college’s ADA/504 Coordinators.  The Care Services Manager will coordinate and follow-up during and after hospitalization and/or medical leave of absence from school. The incumbent works closely with The Office of Student Compliance/Behavioral Intervention Team, Counseling, Academic Success Coaches, and various off-campus agencies, such as Community Mental Health, mental health therapists and social workers. The manager will support the success of at-risk college students referred by college personnel to address problems of concern. This position will serve on the Perkins Advisory Committee and will provide support to Perkins eligible students. The individual will also be involved in threat assessment and utilize various screening tools essential to crisis intervention and resource management. |

| **Direct Reports:** If this is a supervisory position (authority to hire, assign, discipline, approve timesheets), list position #s of those supervised). |
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| CFA026; CFA027; FA9517; |

| **Essential Duties and Responsibilities:** Identify and describe the essential duties and responsibilities, i.e., what actions are done and what are the expected results. Most jobs can be described using 5-10 statements. List in priority order, beginning with top priority/must get done, with approximate percent for each (e.g. 20% 1. Reconciles grand fund expenditures to balance monthly budget). “Other duties, as assigned,” are implicit in all position descriptions. |
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| **%** | **NO.** | **Essential Duties and Responsibilities** |
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| 30 | 1 | Responsible for managing coordination care services for at-risk students.   * Conduct assessments and/or screenings to coordinate appropriate care. * Make determinations on student referrals to appropriate College support services such as Academic Success Coaching, Counseling or Behavior Intervention Team. * Develop and implement a case management system to coordinate and monitor the student’s compliance with treatment plans and/or college behavioral expectations. * Collaborate with the care team to provide status updates concerning care of crisis students to the Behavioral Intervention Team, Director of Student Compliance and Associate Dean. |
| 30 | 2 | Serve as the ADA/504 Coordinator for the College. Consult with federal, state and local resources regarding disability issues, mandates and resources available. Responsible for directing all staff and activities within in the Center for Student Access, including hiring, training, and assigning of work to the Access Consultants. Ensure timely completion of staff performance reviews. Conduct the intake assessment of students requesting services:   * Obtain required documentation and evaluate the students’ needs and academic support services based on documentation and in accordance with federal guidelines; * Prescribe reasonable and appropriate disability accommodations; * Assist students with course selection consistent to align with student success ideals, tutoring requests, and Instructor Memos; * Provide students with appropriate referrals to internal and external resources. |
| 20 | 3 | Provide crisis intervention and triage to Perkins eligible students who are requesting services. Work collaboratively with LCC Counselors and staff to ensure that students are served in a timely manner and within the constraints of available counseling resources. Become a resource and liaison to members of the college community on matters pertaining to student wellbeing and students of concern. Assist with Critical Incident Stress De-Brief presentations when necessary. |
| 5 | 4 | Participate as a member of various college-wide committees, such as the Accessibility Initiative the Perkins Advisory Board. Help recruit, retain and engage advisory board members. Along with other department leaders, plan and execute required Perkins activities for qualified students. Prepare the annual Perkins budget for the Center for Student Access. Manage the budget to ensure appropriate and timely spending. |
| 5 | 5 | Develop and maintain a network of community providers, as well as providers from areas where students originate, and resources that meet the needs of the student population. Assist students in the off-campus treatment referral process with guidance on issues such as insurance, transportation, selecting a therapist, and knowing what to expect from initial meetings. Advocate for students as appropriate in helping them access services. |
| 5 | 6 | Lead in the design of programs and publications and conduct trainings to educate the campus community. Training will include accessibility and continuation of the accessibility initiative. Training will also made available to instruct students and staff about student wellbeing and identifying and responding to students in distress. |
| 5 | 7 | Assist in the continuity of care for students returning to school from medical leaves of absence in order to ensure procedural compliance and enable personal and academic success. Understand and follow FERPA, HIPAA, and other relevant laws and regulations, and uphold the highest standards of confidentiality. |

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| **Core Competencies:** Record the knowledge, skills and abilities necessary to perform the essential functions of this position. Provide descriptions of core competencies below (e.g. communication, customer service, decision-making, leadership, problem-solving, etc.). An incumbent or applicant must be able to demonstrate and results must be measurable |
| Communication:   * Excellent communication skills to converse effectively with a diverse population both verbally and in writing. * Excellent skills in active listening and questioning. * Ability to determine proper techniques to utilize while engaged with individuals in personal interactions of an argumentative or sensitive nature. * Exceptional ability to successfully educate and present college information at public speaking engagements to a wide variety of audiences to influence college decision making choices.   Knowledge:   * Demonstrated individual counseling and screening techniques. * Familiarity with psychiatric diagnoses and medications. * Understanding of the principles, practices and trends of the student services field as well as general knowledge of the policies, procedures and practices associate with the BIT services. * Broad knowledge of community college philosophy, post-secondary preparation, student services, academic curriculum, and financial assistance programs to accurately advise students in alignment with college mission and goals.   Leadership:   * Ability to analyze complex situations accurately and adopt effective courses of action. * Ability to lead a team and work effectively in a team environment. * Demonstrated ability to effectively establish goals, identify target markets and implement strategies to meet objectives.   Professionalism:   * Work effectively with diverse staff, students, and the community. * Ability to maintain confidentiality and use good judgment on disclosure of confidential or sensitive issues. * Demonstrated ability to interpret and consistently apply a wide variety of complex policies and procedures where specific guidelines may not always exist. * Ability to effectively perform work of a highly sensitive and confidential nature that requires access to information. Must be able to exercise sound judgment and discretion, tact, and diplomacy. |

| **educational/experience requirements:** Identify the education and/or equivalent combination of education and experience, plus additional specific years of experience, certifications, licenses and/or special training required to perform the essential functions of this job. |
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| **Required:**  Bachelor’s Degree from a regionally accredited institution of higher education.  Demonstrated experience in case management.  Demonstrated experience applying ADA 504 laws and regulations.  Demonstrated experience working in a disability support services setting.  **Preferred:**  Master’s Degree from a regionally accredited institution of higher education.  Two years of relevant and progressive student affairs related experience.  Experience working in a higher education setting. |

| **Physical and mental requirements:** Complete the physical and mental demands on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Mobility around the LCC campus is a normal part of the position’s functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. |
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| Go to the ADA Checklist |

| **work environment:** Complete the work environment characteristic on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. |
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| Go to the ADA Checklist |

# SIGNATURES

**Supervisor’s Name:** Felipe Lopez Sustaita **Supervisor’s Signature:** Felipe Lopez Sustaita  **Date:** 7/25/2024

**Dean/ELT’s Name:** Ronda Miller **Dean/ELT’s Signature:  Date:** 7/25/2024

**HR Rep:** Sydney Glasscoe **HR Rep Signature:** \_Sydney Glasscoe\_\_\_\_ **Date:** \_10/11/2024\_\_\_

**ADA COMPLIANCE JOB DESCRIPTION CHECKLIST** (*The immediate supervisor is responsible for completion of this form. Fill in more information as need that apply to the essential job duties for the attached job description.)*

**Position #:** CFA030 **Date:** 7/26/2024. **Supervisor’s Position #:** FA9737

## **Materials Used:**

x Computer keyboard, mouse, screen

x Various software

x Telephone, cell phone, mobile device

x Paper and pencil/pen

x Projector or other audiovisual equipment

x Copier, scanner, fax

☐ Carpentry equipment

☐ Electrical equipment

☐ Plumbing equipment

☐ Other: Click or tap here to enter text.

## **Mental Functions:**

x Comparing (compare/contrast data, people, other data)

x Synthesizing (combine data, concepts, interpretations)

x Computing (math calculations or carrying out formula operations)

xCompiling (gathering, classifying, evaluating data, people, other data)

x Copying (entering, posting, transcribing data)

x Analyzing (examining, testing data, presenting alternatives)

## **Audio/Visual/Aural Functions:**

x Expressing ideas, thoughts, language, conveying details accurately and clearly

x Receive details through communication

x Near acuity (at 20 inches or less when accuracy is essential)

☐ Far acuity (more than 20 inches when day and night/dark conditions are essential)

☐ Depth perception (3 dimensional vision, judge distances, space)

☐ Color vision (distinguish colors)

x Field of vision (up/down and right/left)

☐ Flavors & odors (distinguish similarities, differences, intensities, qualities using tongue & nose)

## **Movement, Strength, Repetition Functions:**

☐ Climbing

☐ Kneeling

☐ Reaching

☐ Balancing

☐ Crouching

☐ Grasping

☐ Stooping

☐ Crawling

x Picking/Typing/Keyboarding

☐ Sedentary (exert up to 10 lbs of force to lift, carry, push, pull, move objects; sit most of time)

X Light (exert up to 20 lbs of force to lift, carry, push, pull, move objects; walk/stand occasionally)

☐ Medium (exert 21-50 lbs of force, walk/stand frequently)

☐ Heavy (exert 51-100 lbs of force, walk/stand routinely)

☐ Very Heavy (exert over 100 lbs of force, walk/stand routinely)

## **Environmental Conditions**

☐ Weather (rain, snow, wind)

☐ Extreme cold (inside, outside)

☐ Extreme heat (inside, outside)

☐ Confined/restricted spaces

☐ Hazards (fumes, odors, dust, toxic chemicals, allergens, poor ventilation)

☐ Vibrations

☐ Extreme noises