



**A. Position Data**

Incumbent: Vacant/Reruitment EmplID: \_\_\_\_\_ Date: \_\_\_\_\_  
 Working Title: Coordinator of Advocacy Services Work Direction Given By: AVP Student Support Programs  
 (Lead)  
 Department: WellCat Safe Place Reports To Title: AVP Student Support Programs  
 (Appropriate Administrator)  
 Division: Student Affairs College (if applicable): \_\_\_\_\_  
 Reason:  
 Vacant Position  Classification Review / In Range Progression  Revision  Performance Evaluation  New Hire  
 Is this a new position? No

Classification Title: Student Services Professional III Job Code: 3084  
 Position Number: 00002339 Level/Range/Grade: 6  
 FLSA Code:  Exempt  Non-Exempt Time Base:  Check box if Intermittent   
 Pay Plan:  10/12 month  11/12 month  12/12 month CBU/MOU: R04-Academic Support APC

**B. POSITION PURPOSE**

Under general direction of the AVP of Student Support Programs, the Coordinator of Advocacy Services serves a key position attending to compliance with Title IX, Violence Against Women Act (VAWA), Campus Clery Act, and other legislation mandates as relates to interpersonal violence prevention and advocacy. The Coordinator is responsible for maintaining, developing, and supporting a comprehensive campus-based advocacy program where people who experience intimate partner violence, sexual assault, or stalking receive crisis intervention and advocacy services. Advocacy for students, faculty, and staff includes Title IX advocacy and navigation; criminal justice and legal advocacy; academic accommodations and advocacy; housing accommodations; accompaniment to court, hospital, police departments, and appropriate responses to various campus locations. The incumbent is responsible for collaborating with other campus departments, such as Title IX and Campus Clery, as well as community resources, such as local law enforcement and community advocacy agencies.

**SPECIAL REQUIREMENTS/DESIGNATIONS OF POSITION:**

The person holding this position is considered a "Limited Mandated Reporter" under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 (revised July 21, 2017) as as a condition of employment.

California State University, Chico, in accordance with CSU policy, requires that the successful candidate complete a background check (including a criminal records check, sexual offender registry check, and/or fingerprinting) prior to assuming this position. Failure to satisfactorily complete or pass the background check may impact the job offer or continued employment of current CSU employees who apply for posted positions identified as sensitive. This position is considered a sensitive position based on CSU guidelines. Incumbent is responsible for the safety and security of Level 1 data, sometimes also referred to as Level 1 protected data. This is confidential information that is in most cases protected by statutes, regulations, or other legal mandates.

A valid California Driver's License must be maintained throughout employment in this position, as well as a successful completion and continued compliance of CSU Defensive Driving Course.

Within 120 days of hire, must complete the following:

65-hour California State Certification as a Sexual Assault and Domestic Violence Crisis Counselor

Due to the nature of the work additional or irregular hours such as early morning, evening hours, and weekends may be required, as well as occasional overnight travel.

## C. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

“NOTE: This Position Description is intended to give an overview of the essential job functions, the general supplemental functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties and responsibilities of this positions. Other functions consistent with your *Classification Standards* may be assigned as deemed necessary.”

Does this position include Work Lead Responsibilities? No \_\_\_\_\_

### List Functional Category with Responsibilities:

% of Time	Priority Weight
-----------	-----------------

70%	
-----	--

#### CRISIS INTERVENTION AND ADVOCACY:

- \* Serve as a campus-wide confidential advocate (as outlined in section 1035.2 of the California Evidence Code) for students, faculty, and staff, who have experienced sexual assault, intimate partner violence, or stalking.
- \* Provide crisis and ongoing support services and assistance in order to ensure the well-being and safety of the people experiencing trauma.
- \* Use crisis intervention techniques with individuals who have experienced sexual assault, intimate partner violence, or stalking.
- \* Provide emergency and ongoing support services and assistance to ensure the well-being and safety of students, faculty, and staff.
- \* Provide restraining order assistance, criminal and civil court accompaniment, law enforcement accompaniment (on- and off-campus), Title IX accompaniments, medical accompaniment [WellCat Health Center response and sexual assault response team (SART) forensic exams], academic advocacy, and other related services that ensure the well-being and safety for the client.
- \* Accompany students, faculty, and staff, at their request and with their permission, and be present as a support person throughout all stages of investigation, counseling, medical appointments, legal appointments, etc.
- \* Assist students, faculty, and staff, with their permission, in seeking reasonable and available interim measures and remedies from the University, including but not limited to academic support, adjustments or changes to course schedules, changes to University-based housing and work schedules, No Contact Directives issued to the accused, and other related reasonable and available on- and off-campus services that ensure their well-being and safety.
- \* Serve faculty and staff on a primary basis for direct needs, as well as for consultation.
- \* Maintain an office which is supportive and confidential for individuals who have experienced sexual assault, intimate partner violence, or stalking.
- \* Provide information regarding on- and off-campus reporting options, including Title IX information and reporting process.
- \* Serve as a liaison for issues within University Police, University Housing, Title IX, Student Rights and Responsibilities, and other key campus departments.
- \* Develop and update advocacy program guidelines and best practices, in consultation with immediate supervisor.
- \* Maintain and update client documentation forms, ensuring forms are stored in a secure and confidential space in compliance with Health Insurance Portability and Accountability Act (HIPAA) and VAWA guidelines.
- \* Maintain and update client case files and provide appropriate follow-up.
- \* Submit monthly report of services provided.
- \* Maintain confidentiality, regardless of whether or not client wishes to remain confidential; only notifying the University or any other authority, including law enforcement, of the identity of the client or any witness, or of the reported party surrounding the sexual assault, intimate partner violence, and/or stalking, if required by applicable state or federal laws.
- \* Ensure students, faculty, and staff receive information about 24 hour a day sexual violence assistance services.
- \* Independently plan and organize work requirements and tasks to be accomplished, determining work priorities, selecting desired methodology from alternative approaches, and addressing safety concerns and crisis situations.

#### INDIRECT SERVICES:

- \* Maintain confidential case files, including descriptive statistics for required reporting and campus trends, to assist in the development of prevention education.
- \* Establish and maintain professional and cooperative relationships with the Chico State community, community agencies, and local law enforcement.

20%	
-----	--

List Functional Category with Responsibilities:

- \* Attend staff meetings and weekly supervision with immediate supervisor.
- \* Evaluate and maintain appropriate referral sources for clients.
- \* Assist in the promotion of crisis intervention, sexual assault, domestic violence services through public speaking and tabling engagements; support student lead.

CONSULTATION AND TRAINING:

- \* Provide training and professional consultation to members of the campus community on intimate partner violence, sexual assault, stalking, trauma-informed and student-centered practices, along with handling disclosures of violence and reporting requirements.
- \* Establish and maintain working relationships with departments that address intimate partner violence, sexual assault, and stalking, such as University Police, Title IX, and community-based agencies.
- \* Collaborate with WCSP Advocate and other partners in developing trainings for various departments, divisions and community partners.
- \* Develop relationships and programs to address programmatic issues and needs.
- \* Define, review, and implement different or creative solutions to unusual or complex problems.
- \* Prepare and present oral and written reports and data which are clear, concise, and comprehensive.
- \* Collect and provide analysis of data and information, drawing conclusions from the analysis and making recommendations.
- \* Oversee workload with multiple priorities and projects with frequent interruptions and changes in schedule.
- \* Serve an active role in assisting, coordinating, and collaborating with Title IX Coordinator in developing and providing campus-wide awareness and outreach activities, possibly including prevention activities to comply with CSU policy.
- \* Performs other related duties as required or assigned.

10%	
-----	--

Total should equal 100% Time and 100 Weight	Total	100%	0
---	-------	------	---

**D. GENERAL GUIDELINES AND EXPECTATIONS**

1. Represents the University promoting a positive public image.
2. Acknowledges, respects, and values each individual.
3. Applies the highest standard of excellence to the delivery of service to our customers and community.
4. Demonstrates an open, participatory, team-oriented style; working cooperatively toward the achievement of your department's mission and goals; and demonstrating flexibility and adaptability regarding changes.
5. Keeps commitments. Notifies supervisor if a deadline cannot be met by describing what measures can be taken to correct the situations.
6. Maintains knowledge and skills at a level necessary to perform work.
7. Adheres to established work hours including starting time, and lunch and rest breaks. Provides appropriate planning and notice for all absences.
8. Is fiscally responsible with the organization's equipment, property and funds.
9. Adheres to the highest level of professionalism by demonstrating honesty, integrity and reliability. Encourages others to act in this professional manner.
10. Demonstrates the ability to effectively establish and maintain cooperative working relationships with a diverse multi-cultural environment.

Additional Guidelines and Expectations

Replace this text with any additional guidelines and expectations. This box will expand as needed when you tab to next field.

**E. QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires the ability to effectively establish and maintain cooperative working relationships within a diverse multicultural environment.

**1. Demonstrated Knowledge, Skills and Abilities**

Must have the knowledge, skills and abilities to perform the responsibilities of this position as stated in the sections for Essential Functions and Responsibilities, Work Lead Responsibilities (if applicable) and General Guidelines and Expectations.

**KNOWLEDGE:**

Incumbent must possess:

Thorough knowledge of:

- \* The principles of individual and group behavior.

Working knowledge of:

- \* Student services programs outside the program to which immediately assigned.
- \* The principles, practices, procedures, activities, and major trends in the student services field to which assigned, or the ability to rapidly acquire such knowledge.
- \* The methods and problems of organizational and program management.
- \* Research and interview techniques.

General knowledge of:

- \* The principles, practices and trends of the Student Services field.
- \* Individual counseling techniques.
- \* Organizational procedures and activities of the specific campus to which position is assigned, or ability to rapidly acquire such knowledge.
- \* Fluency with standard office equipment (computers, copiers, phones) and standard office software packages such as Microsoft Office (Word, Excel, and Outlook).

**SKILLS:**

Incumbent must possess:

- \* Judgment to recommend solutions to problems and changes in program procedures.
- \* Technical expertise to recommend change in program procedures to act as spokespersons for the program in their area of expertise and resolve problems within their area of assignment.
- \* Tact and persuasiveness to achieve understanding and cooperation.
- \* Planning and organizational skills.
- \* Advanced human relations skills to interact with highly visible student groups and interact with persons with hostile reactions and bring such situations under control.

**ABILITIES:**

Must be able to:

- \* Interpret and apply program rules and regulations.
- \* Use initiative and resourcefulness in planning work assignments and in implementing long-range program improvements.
- \* Obtain factual and interpretative information through interviews.
- \* Reason logically; collect, compile, analyze, and evaluate data; and make verbal or written presentations based on these data.
- \* Advise students individually and in groups on complex student-related matters.
- \* Recognize multicultural, multisexed and multi-aged value systems and work accordingly.
- \* Establish and maintain cooperative working relationships with faculty and staff, CSU administrators, student organizations, private and public agencies, others in committee work, and student advising and community contacts.
- \* Rapidly acquire a general knowledge of the overall operation, functions, infrastructure, programs, activities, and policies and procedures of the campus, and specific objectives of the campus student services program and its relationship to the total campus operation.
- \* Make decisions and carry out actions which have implications to other program or service areas.
- \* Plan, develop, coordinate, supervise, and organize programs and activities.
- \* Analyze complex situations accurately and adopt effective courses of action.
- \* Determine appropriate courses of action and proper techniques to utilize while engaged with individuals in personal interactions of an argumentative or sensitive nature.
- \* Interpret and evaluate descriptions and explanations of problems brought forward by individuals or student organizations; analyze and define the problems; draw valid conclusions and project consequences of various alternative courses of action.
- \* Carry out a variety of professionally complex assignments without detailed instructions.
- \* Perform duties as assigned.

## 2. Education and/or Experience

Equivalent to graduation from a four-year college or university in one of the behavioral sciences, public or business administration, or a job-related field.

AND

Three years of full-time professional experience in one of the student services program areas or in a related field; experience should give evidence of competence and indicate the potential for further growth.

\*A Master's degree in a job-related field may be substituted for one year of the professional experience.

Additional specialized experience which demonstrates the applicant has successfully applied the knowledge and abilities of a Student Services professional may also be substituted for required education on a year-for year basis.

## F. PHYSICAL REQUIREMENTS

The physical requirements described are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Incumbent/applicant will need to be able to perform the essential job functions (duties) of this position with or without reasonable accommodation. This position alternates between remaining in a stationary position operating a personal computer for long periods of time and frequently moving about inside the office. Must be able to travel to other offices and buildings on- and off-campus for meetings and events. Also refer to the Physical Requirements & Work Environment form regarding this position.

## G. WORK ENVIRONMENT

Incumbent/applicant must be comfortable working around law enforcement who carry guns and other weapons; may be subjected to language that is profane, violent, or sexual in nature; may experience emotional distress or vicarious trauma due to working with traumatized individuals; will be required to work with people of various ethnic, cultural and socio-economic backgrounds, sexual orientations, and gender identities. Due to the nature of the work, additional or irregular hours such as early morning or evening hours and occasional holiday and weekend work may be required, as well as occasional overnight travel. May be called back periodically to perform work as needed on an emergency basis. Must be willing to travel and attend training programs off-site occasionally for professional development. Also refer to the Physical Requirements & Work Environment form regarding this position.

## H. PREFERENCES - This section is for recruitment purposes only

Please indicate what special skills, education or knowledge are preferred.

## I. ADDITIONAL RECRUITMENT INFORMATION - This section is for recruitment purposes only

## APPROVAL

*In Order of Approval*

Incumbent: \_\_\_\_\_ Date: \_\_\_\_\_

Appropriate Administrator: \_\_\_\_\_ Date: \_\_\_\_\_

Vice President (or Designee): \_\_\_\_\_ Date: \_\_\_\_\_

Classification/Compensation: \_\_\_\_\_ Date: \_\_\_\_\_