



MPP POSITION DESCRIPTION

Department: Student Affairs

Working Title: Case Resolution Manager

Time Base: 1.0

Class Code: 3318

Position Number:

MPP Job Code: S021

Position Reports To: Title IX Coordinator/Discrimination,
Harassment, & Retaliation Administrator

Classification: Administrator I

Range Code: 1

Exempt or Non-Exempt: Exempt

Last Update: 12-14-2023

PURPOSE OF POSITION:

Under the supervision of the Title IX Coordinator/Discrimination, Harassment, and Retaliation Administrator for students, employees, and third parties at California State University San Marcos (CSUSM), the Case Resolution Manager plays an essential leadership role in the University's education, prevention, training, investigation and adjudication of DHR/Title IX cases involving students, employees and third parties as complainants, respondents or both. The position is particularly focused on gender equity concerns, including but not limited to sexual violence, sexual harassment, dating/domestic violence and stalking. While compliance is an essential responsibility of the position, the Case Resolution Manager is an instrumental leader and collaborator to a safe, fair, respectful, and responsive campus culture.

MAJOR RESPONSIBILITIES:

	<u>% of Time</u>
1. Leadership/Management	10%
2. Strategic Planning	5%
3. University/Community Partnership	15%
4. Functional Oversight Management	70%

LIST OF TASKS FOR EACH MAJOR RESPONSIBILITY:

1. LEADERSHIP/MANAGEMENT:

Acts as a change champion. Leads courageously by addressing difficult issues. Works to resolve issues at the peer level and takes measures to mitigate future issues. Supports and moves new initiatives forward. Identifies current and future challenges and proposes effective solutions. Understands what issues require a "sense of urgency" and handles accordingly. Ensures confidentiality around sensitive issues. Facilitates an environment that motivates, empowers, and inspires commitment from employees. Assumes good intent with one another and work on the premise of trust. Demonstrates commitment to creating and sustaining a diverse and inclusive workforce. Provides clear direction. Communicates effectively and with purpose. Creates and implements methods for improving individual and team performance. Builds effective teams committed to organizational goals. Works with a spirit of collaboration, inclusion, respect and collegiality. Takes ownership of issues and demonstrates accountability. Creates an environment in which employees are recognized for their accomplishments and contributions to the success of the team. Builds competence in others through effective coaching, performance management and mentoring. Supports and encourages professional and career development for employees. Fosters a culture of support and success for new hires by utilizing effective onboarding methods. Understands the university's mission and vision and how the department/division work activities and goals support the mission. Ensures cross-divisional support and participation. Recognizes, understands, and appreciates different roles across the institution. Identifies and calls advocacy behavior. Speaks and advocates with one common voice. Determines, effectively allocates, and coordinates resources.

2. STRATEGIC PLANNING:

As a strategic partner, recommends, creates, and implements long and short-term strategic plan goals and operational plans for areas of responsibility. Ensures areas of responsibility goals align with and support the overall mission of the university. Motivates and encourages commitment to achievement of strategic plans. Effectively communicates the strategic initiatives. Accomplishes strategic goals for assigned areas of responsibilities. The incumbent will assess institutional needs, develop and implement policies, procedures, strategic plans and outcomes assessments for areas of responsibility to ensure alignment with divisional and institutional mission, vision and values as well as compliance with federal and state regulations.

3. UNIVERSITY/COMMUNITY PARTNERSHIP:

As a member of the campus community, ensures a community focused strategy to support the university's mission. Identifies and anticipates community needs. Builds effective strategic alliances internally and externally. Collaborates with business partners in the achievement of university goals that support the university's mission. Initiates and develops strong working relationships with the community. Recognizes the importance of collective strength, knowledge, and information. Actively solicits and acts upon feedback. Develops and implements solutions. Successfully negotiates through persuasion. Gains support and commitment from others. Works to find common ground and group consensus. Takes the necessary measures to solicit and influence internal and external support. Demonstrates commitment to diversity. The Case Resolution Manager will develop and present educational and informational workshops to students, staff, faculty and community members, and serve on a variety of university committees and task forces.

4. FUNCTIONAL OVERSIGHT/MANAGEMENT:

Under the general supervision of the Title IX Coordinator/Discrimination, Harassment, and Retaliation Administrator for students, employees and third parties at California State University San Marcos (CSUSM), the Case Resolution Manager will play an essential leadership role in the University's education, prevention, training, investigation and adjudication of DHR/Title IX cases involving employees, students, and third parties as complainants, respondents or both. The position is particularly focused on gender equity concerns, including but not limited to sexual violence, sexual harassment, dating/domestic violence and stalking. (Please see Policy below for information on additional protected statuses.)

The Case Resolution Manager will manage campus compliance to applicable California State University (CSU) policies and procedures relating to discrimination, harassment and retaliation of or by students, employees, and third parties. Current relevant policies effective as of the date of this revision to the position description are as follows:

- CSU Policy Prohibiting Discrimination, Harassment, Sexual Misconduct, Sexual Exploitation, Dating Violence, Domestic Violence, Stalking and Retaliation
 - Notice of Non-Discrimination
 - Myths and Facts about Sexual Violence
 - Rights and Options for Victims of Sexual Misconduct, Dating and Domestic Violence, and Stalking
 - Campus Title IX Coordinators Role and Responsibilities
 - Complaint Form
- Student Conduct Procedures - [Executive Order 1098](#), (effective 8/14/2020).

The incumbent must collaborate across divisions within the university and with external law enforcement and community-based support services to meet the expectations of the role. The Case Resolution Manager will plan, implement and assess the University's DHR/Title IX programs and services for students, employees, and third parties and ensure the campus is in compliance with federal and state law as well as informed by best practices in the field. While compliance is an essential responsibility of the position, the Case Resolution Manager is an instrumental leader and collaborator to a safe, fair, respectful, and responsive campus culture.

The incumbent will work closely with Student Affairs administrators, staff and faculty, Human Resources (HR), Faculty Affairs, University Police, and other university personnel to implement student prevention and education and employee training in compliance with continually evolving laws and CSU policies. The Case Resolution Manager will apply trauma-informed practice in their work to provide remedies in collaboration with a variety of departments on campus such as University Police, Housing & Residential Education, Student Health and Counseling Services, on and off campus Sexual Violence Advocates, Disability Support Services, and the myriad student identity centers..

When assigned, the incumbent will conduct prompt, unbiased and thorough investigations of complaints involving students, employees, and third parties, including identifying and interviewing witnesses, gathering and securing evidence, and keeping accurate and thorough records of the investigatory process. The Case Resolution Manager acts as a neutral party in the investigation and provides a detailed, unbiased report regarding the findings of the investigation to the Title IX Coordinator/Discrimination, Harassment and Retaliation Administrator, and/or other university administrators as appropriate. The Case Resolution Manager will consult with complainants and respondents to provide appropriate and reasonable interim remedies. In cases where employees are complainants, the incumbent will work with HR or Faculty Affairs as appropriate. In all cases involving employees, the Case Resolution Manager will ensure all investigations and interactions are consistent with applicable bargaining unit contracts.

The Case Resolution Manager will assist in the preparation of files under Public Records Act and/or requests students or employees. The incumbent will also participate in Systemwide compliance reviews by compiling data and records to indicate University compliance with Title IX, CSU policies, and other federal or state laws.

In accordance with Policy, the Case Resolution Manager will facilitate implementation of supportive measures, such as “No-Contact Directives” and to address concerns. Incumbent will communicate with faculty and other academic administrators to provide academic support to students, as needed. This individual will also collaborate with the Dean of Students Office, and/or Residential Life, to provide housing changes to students when necessary. The Case Resolution Manager will coordinate administrative and/or corrective actions with Human Resources and any relevant Collective Bargaining, as necessary, to address concerns related to employees.

The incumbent will serve as the campus point person for providing/facilitating pregnancy and lactation related accommodations for students and employees.

Other duties and special projects, as assigned by manager.

SUPERVISION OF OTHERS:

None

PURPOSE AND NATURE OF WORK RELATIONSHIPS:

Daily/weekly interaction with students, AVP for Student Affairs; Dean of Students Office staff; Student Affairs leadership teams; University Police; faculty and staff as related to each investigation or conduct case. Collaborate with Faculty Affairs, Human Resources, Legal Counsel, and other campus or Chancellor’s Office personnel to gather/provide information and to collaborate on various issues.

REQUIREMENTS OF POSITION:

1. List education and experience required

- Bachelor’s degree from a four-year accredited college or university.
- Four years of progressively responsible work experience as a sexual violence prevention and intervention specialist or experience conducting complex investigations within a college or university setting.

Preferences:

- i. Juris Doctorate
- ii. Master’s Degree, Doctorate in Counseling, College Student Personnel Services, or Higher Education Leadership or related field.
- iii. Work experience in an academic setting, ideally Public Higher Education.

2. List knowledge, skills, and abilities required for this position.

- Leadership / Vision:
 - Commitment to CSUSM’s mission and goals as a student-centered university dedicated to teaching excellence and active learning with a university first perspective and a customer focused strategy.
 - Demonstrated commitment and ability to advance the University’s goals in the areas of diversity and inclusive excellence.
 - Ability to establish a clear and understandable vision for the student discrimination, harassment and retaliation services and programs, engage the university community in the implementation of the vision, and build the operational components to execute the vision.
 - Ability to lead and enable groups of people to face challenges and achieve results in complex conditions.
 - A commitment to diversity, inclusiveness and access in all areas of the university.
- Management / Conflict Resolution / Problem Resolution / Initiative / Continuous Improvement:
 - Successful experience navigating a complex organization.
 - Experience building and managing an effective world-class team dedicated to organizational goals and high performance.
 - Experience with directing, motivating and inspiring others; measuring the performance of people, teams and organizations, and assessing performance and progress.
 - Familiarity with collective bargaining and administering corrective action as appropriate in a collective bargaining environment.
 - Ability to develop and support on-going learning and professional development for staff, managers and emerging leaders.
 - Ability to lead courageously by addressing difficult issues.
 - Ability to prioritize and handle issues based on sense of urgency and importance of the issues.
 - Ability to ensure confidentiality around sensitive issues.

- Ability to initiate and support innovation with creativity, openness to change, flexibility, responsiveness, and future focus.
- Ability to apply quality management techniques of continuous improvement and employee involvement to assess and improve services, promote campus culture and build teams.
- Ability to identify current and future challenges and propose and implement effective solutions.
- Experience making effective decisions with sound analytical ability, good judgment and strong operational focus.
- Communication:
 - Excellent oral and written communication skills.
 - Ability to communicate effectively and with purpose to a variety of audiences.
 - Successful negotiation and persuasion skills.
- Strategic planning / Goal Setting:
 - Experience in strategically supporting growth and/or change.
 - Experience creating and implementing long- and short-term goals.
 - Experience in determining and coordinating resource allocations.
 - Ability to collaborate with multiple entities to plan and accomplish the objectives set forth in the university's strategic master plan, coordinating ongoing multiple large and complex projects from conception to completion in a centralized and highly regulated environment.
 - Ability to find solutions that result in prudent decisions, to promote mutual satisfaction and positive action, and to develop imaginative approaches to achieve individual, unit and institutional strategic initiatives.
 - Ability to apply forward-thinking and creative thought with high ethical standards to develop strategic vision.
- Teamwork / Collaboration:
 - The ability to work effectively and build strong alliances internally and externally with a broad range of individuals to bring the University community together around shared goals.
 - Ability to recognize, understand, and appreciate different roles across the institution.
- Functional Area Expertise:
 - Demonstrated ability to prepare detailed, logical, and grammatically correct analytical reports that convey complex and sensitive issues.
 - Proven ability to conduct effective investigations, manage response to student complaints, and uphold student and employee rights to due process.
 - Ability to employ effective individual counseling and advising skills when working with students and other members of the university community.
 - Ability to maintain confidentiality and discretion in all aspects of the position.
 - Ability to interpret and clearly communicate to the University community on a number of laws and policies related to the position.
 - Knowledge of student development theory within a multicultural context and demonstrated success developing programs and services to meet the needs of a diverse student body.
 - Significant knowledge of discrimination, harassment and retaliation laws and policies, and ability to implement apply subject matter expertise relating to the civil rights of students and employees.
 - Strong ability to apply trauma informed practice in all aspects of the position.

3. List machines, tools, equipment, and motor vehicles used in the performance of the duties

- Standard office and communication equipment.
- Utilize multiple electronic records databases to perform duties including to compile summary data for all complaints received by the University to inform future best practices, review and address systemic issues, and implement appropriate programmatic and safety measures.

4. List unique working conditions

- Occasional overnight travel.

5. Other Employment Requirements

- This position is subject to a background check including, but not limited to, employment verification, education verification, reference checks and criminal record checks. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.

- The person holding this position is considered a '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 a condition of employment. ☒ **Limited Reporter**
- This position is a "designated position" in the California State University's Conflict of Interest Code. The incumbent in this position is required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission. This position is required to file the Form 700 under disclosure category: **2**
- Must participate in required campus trainings including, but not limited to, Sexual Harassment Prevention training "EDU Supervisor: Anti-Harassment, Discrimination, Retaliation"; Information Security Awareness Training; and Sexual Violence Awareness and Prevention "EDU: Eliminate Campus Sexual Misconduct".

PHYSICAL EFFORT, MENTAL EFFORT AND ENVIRONMENTAL FACTORS:

Check the appropriate box for each of the following items which most accurately describes the extent of the specific activity performed by this employee on a daily basis.

PHYSICAL EFFORT

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
1. Sitting				x	
2. Standing		x			
3. Walking		x			
4. Bending (neck)		x			
1. Bending (waist)		x			
6. Twisting (neck)		x			
7. Twisting (waist)		x			
8. Crawling	x				
9. Climbing	x				
10. Reaching (above shoulder)		x			
11. Reaching (below shoulder)		x			
12. Walking on uneven ground	x				
13. Crouching					
14. Kneeling	x				
15. Balancing	x				
16. Pushing or pulling	x				

- 17. Fine manipulation
- 18. Simple grasping
- 19. Power grasping
- 20. Lifting or carrying
 - A. 10 lbs or less
 - B. 11 to 25 lbs
 - C. 26 to 50 lbs
 - D. 51 to 75 lbs
 - E. 76 to 100 lbs
 - F. Over 100 lbs
- 21. Keyboard use
- 22. Mouse use
- 23. Repetitive use of hands/arms
- 24. Repetitive use of legs/feet
- 25. Eye/hand coordination

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
		x			
		x			
	x				
		x			
	x				
	x				
	x				
	x				
				x	
				x	
			x		
	x				
				x	

- 26. Driving cars, trucks, forklifts and other equipment
- 27. Being around scientific equipment and machinery

Yes	No
	x
	x

MENTAL EFFORT

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
1. Directing others		x			
2. Writing			x		
3. Using math/calculations		x			
4. Talking				x	
5. Working at various tempos					x
6. Concentrating amid distractions					x
7. Remembering names			x		
8. Remembering details					x
9. Making decisions					x
10. Working rapidly					x
11. Examining/observing details					x
12. Discriminating colors	x				

ENVIRONMENTAL FACTORS

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
					x
		x			
	x				
	x				
	x				
	x				
	x				
	x				
	x				
	x				
	x				
					x
					x
			x		

- 1. Inside
- 2. Outside
- 3. Humid
- 4. Hazards
- 5. High places
- 6. Hot
- 7. Cold
- 8. Dry
- 9. Wet
- 10. Extreme change of temp
- 11. Dirty/dusty
- 12. Exposure to gas, fumes or chemicals
- 13. Odors
- 14. Noisy
- 15. Working w/others
- 16. Working around others
- 17. Working alone

SIGNATURES

The last sheet for any staff job description should contain the signature sheet. Signatures will include the incumbent's signature (if applicable) or new employee, the supervisor's signature and all pertinent administrative personnel.

Employee

Print Name: _____

Signature: _____

Date: _____

Appropriate Administrator (MPP)

Print Name: _____

Signature: _____

Date: _____

Dean/Department Head/Director/AVP (Optional)

Print Name: _____

Signature: _____

Date: _____

Vice President: (Optional)

Print Name: _____

Signature: _____

Date: _____