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| Employee Name: | |  | | Fresno State ID # |  |
| Classification: | | Confidential Admin Support II | | Working Title: | Intake Coordinator |
| Prepared By (MPP/Chair): | | VP for Administration/CFO | | Department: | Office of Compliance and Civil Rights |
| Bargaining Unit: | C99 | FLSA Status: | Exempt | Date Prepared: | June 2024 |

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| **POSITION DESCRIPTION** |

**Overview:**

Reporting directly to the AVP for Compliance and Civil Rights, the primary duties and responsibilities of this position will include implementing the department’s intake process, including clarifying the nature and circumstances of initial reports, discussing resolution options, and triaging reports.

Under minimum supervision, this position is responsible for coordinating and implementing significant aspects of the Nondiscrimination policy. Day-to-day work is performed independently under general supervision using initiative, without detailed instruction, and obtaining information on which decisions and recommendations are made.

The position also will support the Office of Compliance and Civil Rights (OCCR) with training/education about the Nondiscrimination Policy, supporting the multidisciplinary team, and assisting with Informal Resolutions and case management meetings.

**Major duties of the job include:**

**Intake (65%)**

Oversee the intake function for the Office of Compliance and Civil Rights by conducting the intake and assessment of incoming discrimination, harassment, and Title IX reports:

* Serve as the primary point of contact for individuals involved in other conduct of concern both before and after the concern's closure and is responsible for ensuring that all the concerns' associated documentation and correspondence are saved and maintained.
* Oversee and monitor all incoming reports to the Office of Compliance and Civil Rights to ensure prompt review and appropriate action.
* Conduct impartial trauma-informed initial interviews and triage any coordination or referrals to other campus resources such as the Survivor Advocate.
* For concerns which are received that do not, at their onset, contain sufficient information for the office to determine if it has jurisdiction over the matter, the Coordinator conducts intakes with the individuals at the source of those concerns, which requires effectively interviewing them to obtain the relevant detailed information about them and the details associated with their concern and timely documenting the intake in a clearly written summary.
* Assist in drafting documentation for matters the OCCR does not have jurisdiction over.
* Oversee the customization of Maxient and case management database reporting, forms, and case file organization.
* Serve as the case manager and provide weekly dashboard updates to the AVP to ensure that all documentation for any pending or active investigations or intake meetings have been entered into Maxient on a timely basis by the Compliance and Civil Rights team.
* Provide clear, prompt, caring, and empathetic responses to information gathered and/or requested by a reporting party during the initial intake process.
* Identify and promptly communicate issues raised during initial intake meetings to AVP that may implicate the Policy or Resolution Processes for Sexual Misconduct, Discrimination, Harassment and Retaliation or other University policies, including urgent potential safety or wellbeing issues, and timely warnings for the campus community.
* Serve as a point of contact and information for students, faculty, and staff. Provide on-going updates regarding the status of complaints and investigations as required. Support University stakeholders in appropriately and timely responding to reports of all forms of Sexual Misconduct, Discrimination, Harassment and Retaliation.
* Draft, implement, and monitor informal resolution agreements.

**Prevention and Education (20%)**

* Develop, plan, and deliver student, parent, faculty, and/or staff educational programs, resources, and training.
* Assist in the creation of content for both online media and print publications.
* Collaborate with campus stakeholders to identify trends and to promote practices in prevention and response.
* Assist in developing outreach and other programming materials in coordination with Deputy Title IX Coordinator and the Deputy DHR Administrator.
* Maintain effective and collegial relationships with internal and external stakeholders in support of the university's goals and values.
* Promote an environment that fosters inclusive relationships and creates unbiased opportunities.

**Administrative Support (15%)**

* Serve as backup for administrative support for the office.
* Create reports as required.
* Assist in developing communications; assist with Title IX hearings, audits, and CSU reporting requirements.

**Supervisory Responsibility:**

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| Who supervises/leads this position: | AVP Compliance and Civil Rights |
| Who is responsible for completing the performance appraisal: | AVP Compliance and Civil Rights |
| What other classifications does this position provide leadwork oversight: | none |

**Minimum Requirements: Knowledge, Skills, and Abilities:**

**Knowledge of:**

* Knowledge of and ability to interpret related federal and state laws regarding Title IX, discrimination, harassment, and retaliation.
* Knowledge of research techniques and statistical methods.
* Emotional intelligence and diversity/cultural competence.
* Computer office systems and ability to use a broad range of technology, systems, and software packages (Microsoft Office Suite, Google apps, databases.)

**Skill/Ability to:**

* Effective communication and sensitive interpersonal skills, including the ability to both be impartial and project impartiality and ability establish trust and confidence with a diverse campus community.
* Strong organization, planning, analytical and problem-solving skills.
* Ability to handle a significant caseload and effectively manage the pressure of multiple, competing deadlines.
* Strong, written communication skills; ability to prepare reports, letters, policies, procedure manual, position statements and complaint responses.
* Exercise superior judgment with the ability to manage highly sensitive and confidential communications and information.
* Demonstrated ability to maintain composure in contentious and difficult situations.
* Demonstrated ability to maintain confidentiality and exercise discernment in discussions about activity in the office.
* Demonstrated commitment to serving a diverse population with cultural competence and sensitivity.
* Demonstrated ability to work with a wide range of constituencies including staff, students, faculty, administrators, and third parties with diplomacy and kindness.
* Ability to build and maintain strong professional and trusting relationships and establish collaborative partnerships across the university.
* Conduct presentations and training.
* Analyze situations and information and make sound policy and procedural recommendations for their solutions.
* Develop, analyze, and maintain the compilation of technical and statistical data and prepare complex reports.
* Implement, explain, and apply applicable laws, codes and regulations, and exercise sound, independent judgment within general policy guidelines and operating parameters.

**Education and Experience:**

* Bachelor’s degree from an accredited four-year college or university in the field of social work, psychology, counseling, human resources, or other related discipline.
* Minimum of two years of job-related experience in the following program areas: Social work, psychology, human resources, Title IX, discrimination, harassment, retaliation, or related field.
* Experience working with Maxient or other similar databases for case management.

**Specialized Skills:**

* Conflict resolution, alternative dispute resolution, or conflict management skills.
* Presentation and facilitation skills with an emphasis on education and training for a variety of constituencies.

**Preferred Skills:**

* Master’s degree from an accredited college or university in Higher Education Administration, Social Work, Human Resources, or other relevant discipline.
* Training in Title IX compliance.
* Experience in mediation and/or restorative justice techniques.
* Experience engaging with students, faculty, and/or staff in a higher education setting or through an agency/organizational role adjacent to higher education or a similar industry.
* Experience working with diverse populations, including populations of color, the LGBTQ+ community, veterans, and persons with disabilities.
* Experience in, and awareness of, the sensitivity required when interacting with a diverse community on trauma-related topics.

**SPECIAL CONDITIONS OF EMPLOYMENT AND POSITION DESIGNATIONS:**

* 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](http://www.calstate.edu/eo/EO-1083.html) as a condition of employment.
* This position will have a duty to report to the Campus Title IX Officer information pertaining to victims of sex discrimination, sexual harassment, sexual misconduct, dating/domestic violence, and stalking as required by [CSU Executive Order 1095](http://www.calstate.edu/eo/EO-1095-rev-6-23-15.html).

**SIGNATURES**

My signature denotes that I have reviewed the duties, responsibilities, and functions outlined on the position description form and that it is an accurate statement of the duties and responsibilities assigned to this position. The position description is intended to describe the general content and essential requirements for the position and is not an exhaustive statement of duties. Management has the exclusive right to alter this position description.

Print Name Signature Date

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| Employee: |  |  |
| Supervisor: |  |  |
| Appropriate Administrator: |  |  |

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| --- | --- | --- | --- |
| Employee Name: |  | Position: | Intake Coordinator |
| Department: | Office of Compliance and Civil Rights | Date Prepared: | June 2024 |

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| **WORKING ENVIRONMENT** |

Check the appropriate box which most accurately describes the extent of the specific activity performed by the employee on a daily basis. If the activity is performed less than one (1) hour each day, check the N/A box.

**PHYSICAL EFFORT**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Number of hours/day | | | | |  |  | | Number of hours/day | | | | |
|  | N/A | 1-2 | 3-4 | 5-6 | 7+ |  |  | | N/A | 1-2 | 3-4 | 5-6 | 7+ |
| 1. Sitting |  |  |  |  |  |  | 12. Lifting or carrying | |  |  |  |  |  |
| 2. Standing |  |  |  |  |  |  | | A. 10 lbs. or less |  |  |  |  |  |
| 3. Walking |  |  |  |  |  |  | | B. 11 to 25 lbs. |  |  |  |  |  |
| 4. Bending Over |  |  |  |  |  |  | | C. 26 to 50 lbs. |  |  |  |  |  |
| 5. Crawling |  |  |  |  |  |  | | D. 51 to 75 lbs. |  |  |  |  |  |
| 6. Climbing |  |  |  |  |  |  | | E. 76 to 100 lbs. |  |  |  |  |  |
| 7. Reaching overhead |  |  |  |  |  |  | | F. Over 100 lbs. |  |  |  |  |  |
| 8. Crouching |  |  |  |  |  |  | 13. Repetitive use of hands/arms | |  |  |  |  |  |
| 9. Kneeling |  |  |  |  |  |  | 14. Repetitive use of legs | |  |  |  |  |  |
| 10. Balancing |  |  |  |  |  |  | 15. Eye/hand coordination | |  |  |  |  |  |
| 11. Pushing or pulling |  |  |  |  |  |

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|  | Yes | No |
| 16. Driving cars, trucks, forklifts and other equipment |  |  |
| 17. Being around scientific equipment and machinery |  |  |
| 18. Walking on uneven ground |  |  |

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| **MENTAL EFFORT** | | | | | | |  | **ENVIRONMENTAL FACTORS** | | | | | |
|  | Number of hours/day | | | | |  | |  | Number of hours/day | | | | |
|  | N/A | 1-2 | 3-4 | 5-6 | 7+ |  | |  | N/A | 1-2 | 3-4 | 5-6 | 7+ |
| 1. Directing Others |  |  |  |  |  |  | | 1. Inside |  |  |  |  |  |
| 2. Writing |  |  |  |  |  |  | | 2. Outside |  |  |  |  |  |
| 3. Using math/calculations |  |  |  |  |  |  | | 3. Humid |  |  |  |  |  |
| 4. Talking |  |  |  |  |  |  | | 4. Hazards |  |  |  |  |  |
| 5. Working at various tempos |  |  |  |  |  |  | | 5. High places |  |  |  |  |  |
| 6. Concentrating amid distractions |  |  |  |  |  |  | | 6. Hot |  |  |  |  |  |
| 7. Remembering names |  |  |  |  |  |  | | 7. Cold |  |  |  |  |  |
| 8. Remembering details |  |  |  |  |  |  | | 8. Dry |  |  |  |  |  |
| 9. Making decisions |  |  |  |  |  |  | | 9. Wet |  |  |  |  |  |
| 10. Working rapidly |  |  |  |  |  |  | | 10. Change of temp |  |  |  |  |  |
| 11. Examining/observing details |  |  |  |  |  |  | | 11. Dirty |  |  |  |  |  |
| 12. Discriminating colors |  |  |  |  |  |  | | 12. Dusty |  |  |  |  |  |
|  |  |  |  |  |  |  | | 13. Odors |  |  |  |  |  |
|  |  |  |  |  |  |  | | 14. Noisy |  |  |  |  |  |
|  |  |  |  |  |  |  | | 15. Working With others |  |  |  |  |  |
|  |  |  |  |  |  |  | | 16. Working around others |  |  |  |  |  |
|  |  |  |  |  |  |  | | 17. Working alone |  |  |  |  |  |