DOS Case Manager Graduate Assistant Position Description
2022-2023

The Dean of Students Office is hiring for two (2) graduate assistant vacancies for the 2022-2023 academic year. DOS has the opportunity to hire one Master’s-level candidate and one Doctoral-level candidate. Note: The Division of Student Affairs is currently in process of an organizational restructure. Adjustments to position expectations will be provided to candidates as they become available.

Student Outreach and Support Mission:
Student Outreach and Support (SOS), an entity of the Dean of Students Office, helps students navigate difficult situations, such as food and housing insecurities, mental health concerns, personal or family crisis, and illnesses or injuries that limit their ability to be successful. Case Managers assist with communication and referrals by connecting students with support services for their success.

SOS achieves this mission by:
- Being accessible to students, faculty, staff, and support people
- Guiding students through complex university procedures
- Helping develop student self-advocacy and agency
- Facilitating behavioral intervention
- Creating individualized action plans
- Facilitating student’s access to sufficient, affordable, and nutritious food through the Bear Pantry program

Community Standards and Conflict Resolution Mission:
Community Standards and Conflict Resolution (CSCR), an entity of the Dean of Students Office, helps students navigate conflict in healthy ways and engage in decision-making that supports their individual success and the wellbeing of our community.

CSCR achieves this mission by:
- Upholding a consistent, fair, and socially-just student conduct process
- Promoting accountability and integrity through educational opportunities for students to reflect on the impact of their behavior and repair harm
- Providing training and education that promotes prosocial behavior, like conflict resolution and bystander engagement
- Collaborating with multiple stakeholders to support sustainable behavioral change and maintain a safe learning environment

Position Expectations:
As a member of the DOS staff, the Case Manager GA will provide direct support to:
- Meet with students experiencing stress impacting their academics. This may include issues related to mental health, finances, course work, physical health, family, relationships, and other concerns.
- Communicate with faculty and staff as necessary regarding referrals/concerns.
- Meet with students who have been alleged to violate the Student Code of Conduct (BEAR Code) and serve as a university Hearing Officer, upholding the Code’s values of community, equity, integrity, responsibility, and respect.
- Assist students as a conflict coach.
Guide students to appropriate referral sources on and off campus.
Attend regularly scheduled staff meetings.
Maintain accurate case management records via web-based system.
Consult with and maintain strong collaborative relationships with campus entities.
Develop and facilitate educational programming (i.e. Conflict Resolution Series, Bystander Engagement) and training to the campus community.

The DOS Case Manager Graduate Assistant is an integral member of the Dean of Students team, and will work closely with the following areas:

- Bear Pantry
- CARE Team
- Student Legal Services
- Office of Institutional Equity and Compliance
- Housing and Residential Education
- Disability Resource Center

Qualifications (please speak to these in your application materials):

Minimum Qualifications:

- Enrollment in a Master’s or Doctoral degree program
- Experience working with college students from diverse backgrounds
- Demonstrated conflict management skills
- Attentiveness to detail and ability to follow administrative processes

Preferred Qualifications:

- Experience working collaboratively within a team
- Experience working with university policies and resources
- Strong written and verbal communication
- Understanding of higher education setting, student development, and mental health concerns for college students
- Experience with problem-solving and autonomous decision-making
- Previous work experience in university housing, student life, orientation, or related role

By applying, applicants consent to a UNC conduct check completed by the Dean of Students Office.

Training Commitments:

- Participate in department training starting on August 1, 2022
- Attend the annual Division of Student Affairs graduate assistant training day
- Additional on the job training will be outlined

Compensation:
The Graduate Assistant will receive a stipend of $12,260 (Master’s-level) or $14,424 (Doctoral-level) over a 10-month period in addition to in-state tuition and fees. Graduate students classified as out-of-state will be responsible for covering the difference in tuition and fees.

Contract Period for Position:
This Graduate Assistantship is a full-time academic year contract. The full-time assistantship is appointed for 18 hours per week (306 hours per semester). The contract period includes all pre-service and in-service training.

**Employment Outcomes:**
By serving in this position, the DOS Case Manager Graduate Assistant will be able to:

- Identify campus and community resources to support students in crisis and assess appropriate referrals
- Implement active listening and basic helping skills
- Advocate for student needs and promote students’ self-agency
- Apply motivational interviewing techniques to support student development and behavioral change
- Articulate and model healthy conflict resolution practices
- Understand and navigate relevant laws and policies that impact student conduct work
- Understand and apply socially just practices to meet the diverse needs of students based on the identities they hold

*Staff members within the Division of Student Affairs are expected to positively contribute to our mission of supporting students in the co-curricular environment and provide an experience that inspires students academically, intellectually, personally, and emotionally. With the diversity of our students in mind, we use a career readiness approach and social justice framework while fostering a culture and climate of CARE.*