



Support and Intervention Coordinator Job Description

JOB INFORMATION

<i>Job Code:</i>	137505
<i>Job Title:</i>	Support and Intervention Coordinator
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee student, temporary and/or casual workers.
<i>Job Family:</i>	Student Programs
<i>Job Family Group:</i>	Student Support Services
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Responsible for facilitating, enhancing, and supporting the wellbeing of students, faculty, staff, and campus communities. Connects individuals with appropriate resources to meet academic, professional, and personal goals, and provides non-clinical case management support.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree		
	X	Master's degree	Psychology	Or
	X	Master's degree	Social Work	Or
	X	Master's degree	Higher Education	Or
	X	Master's degree	in related field(s)	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		2 years	in higher education, providing counsel, guidance and/or assistance to students.	
	X	5 years	providing mental health services and wellness education in higher education or counseling environments with diverse populations.	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Demonstrated experience in wellness, wellbeing, positive psychology, harm reduction, prevention and intervention disciplines.
X		Experience with emergency management and/or behavioral healthcare intervention activities.
X		Excellent analytical, critical thinking and problem-solving skills.
X		Exemplary interpersonal skills and emotional intelligence, with demonstrated experience developing and maintaining relationships with diverse populations.
X		Lead guidance skills, able to manage, balance, and prioritize tasks, teams, and projects.
X		Knowledge of risk management, liability issues, and regulations in academics and higher education (e.g., FERPA).
X		Outstanding written and oral communication skills.
X		Experience with legal, statistical and technical documentation.
X		Demonstrated success recruiting, building and maintaining diverse teams.
X		Experience developing communication and instructional materials, and conducting in-person meetings.
	X	Experience in crisis management.
	X	Demonstrated proficiency with higher education policies, protocols and databases.

Other Job Factors

- This position is designated as a Campus Security Authority (CSA) under the Clery Act and must comply with the requirements of said designation.

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Responds to wellbeing complaints and concerns, resolving issues immediately whenever possible. Conducts intake meetings and triages high-risk cases, determining appropriate plans of action. Provides emotional support during recovery, discerns individuals and incidents requiring further care and/or intervention, and recommends available and appropriate resources and services.				
Assesses requests for and provides support services and manages cases regarding varied concerns emergencies. Provides support to remove any obstacles preventing individuals from meeting academic, professional and personal goals. Documents, manages, and maintains productivity logs, tracking and monitoring case progress from initiation to completion and any follow-ups.				
Observes, identifies, and connects with individuals of concern to evaluate and assess circumstances. Provides day-to-day consultation, problem-solving, and conflict resolution. Facilitates relationships with counselors and specialists to deliver short- and long-term support. Collaborates with faculty/staff and campus partners to develop, implement, promote, and evaluate wellbeing programs, and solicits and reports on feedback.				
Performs data entry and manages detailed records (e.g., outreach, service enrollment). Maintains data privacy and provides reports to leadership and relevant stakeholders. Attends and participates in educational, awareness-building activities (e.g., training, forums, panel discussions) across the university.				
Stays current with best practices in wellness and mental health. Interprets changes to relevant laws, regulations, policies, and technology that may affect services and procedures. Attends professional meetings, seminars, and conferences, and/or contributes to journals and publications, advancing program visibility and marketing to appropriate networks.				
Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics. Develops and maintains partnerships with communities neighboring university campuses. Serves on committees and represents relevant stakeholders. Provides direction, training, and administrative support as needed and appropriate for internal wellbeing and outreach efforts.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/			Yes

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.