



Deputy Coordinator, Intake, Outreach, and Support Job Description

JOB INFORMATION

<i>Job Code:</i>	117225
<i>Job Title:</i>	Deputy Coordinator, Intake, Outreach, and Support
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Manages through subordinate supervisors.
<i>Job Family:</i>	Equity And Diversity
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	5 Manager

JOB SUMMARY

Responds to reports and ensures consistent support and case management for all parties involved in formal and alternative resolution processes. Responsible for the implementation and periodic evaluation of a comprehensive support and resource plan for impacted members of the university community. Supports the university's mission to maintain an environment for faculty, staff, and students in all university units that is free from all forms of discrimination, harassment, and retaliation.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Master's degree	

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		5 years	
	X	7 years	

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

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
		Advanced degree in law, social work, psychology, higher education, or related field.
		Five or more years' experience providing case management in the field of public health, social work, sociology, educational psychology, student affairs, and/or related field.
		Deep knowledge and understanding of civil rights laws and policies relating to higher education and employment.

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
		Experience working with issues such as domestic or dating violence, sexual assault, stalking, sexual or gender-based harassment.
		Understanding of the impacts of racial and other forms of inequity, harassment, discrimination, and injustice.
		Demonstrated ability to facilitate support and resources.
		Ability to organize, prioritize, and manage multiple tasks and data in a high volume, fast-paced environment with accuracy, attention to detail, flexibility, and appropriate discretion.
		Excellent written and oral communication skills and ability to interact effectively with a wide range of internal and external stakeholders.
		Experience providing care and support to students, faculty, and/or staff in a higher education setting.
		Experience with best practices in higher education compliance, effectively addressing discrimination, harassment, and retaliation.
		Demonstrated understanding of the university's culture, mission and values.
		Proven leadership ability.

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

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Ensures prompt, compassionate, and appropriate responses to all reports to the Office for Equity, Equal Opportunity, and Title TIX (EEO-TIX). Conducts timely intake and initial assessment meetings to learn concerns and communicate possible courses of action, resolution options and rights and responsibilities (e.g., university support resources, law enforcement). Refers students and employees to available resources.				
Implements and monitors ongoing accommodations for students, faculty, and staff in the form of supportive measures, with or without filing a formal complaint. Ensures timely and accurate documentation of all reports and responses relating to concerns of protected class discrimination, harassment and related retaliation.				
Supervises the work and professional development of a team of intake, outreach, and care managers. Communicates and collaborates with a variety of stakeholders throughout the university to coordinate the delivery of services and ensure faculty, staff, and student needs are met. Facilitates coordination of support services both on and off campus. Develops and maintains relationships with a variety of campus partners (e.g., faculty, staff, students), and, as appropriate, refers matters outside of department's purview to such campus partners and/or coordinates responses with them.				
Leads regular meetings of a multidisciplinary team of representatives from across the university (e.g., Student Affairs, Department of Public Safety, Human Resources) to promptly respond to all reports of discrimination, harassment, and retaliation and identify and document appropriate responsive steps in a timely manner.				
Conducts training and education programs for university community members as a representative of the department. Represents department in community meetings and initiatives, as requested. Maintains currency on trends and developments in laws and policies affecting civil rights in higher education and serves as subject matter expert. 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.				

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		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

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		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.