



Intake, Outreach, and Care Manager Job Description

JOB INFORMATION

<i>Job Code:</i>	117226
<i>Job Title:</i>	Intake, Outreach, and Care Manager
<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>	7 Individual Contributor

JOB SUMMARY

Assists with responses to reports of discrimination, harassment and retaliation, ensuring consistent support and case management for all parties involved in formal and alternative resolution processes. 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		Bachelor's degree	

Additional Education

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

<input type="checkbox"/>	Combined experience/education as substitute for minimum education
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Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		3 years	providing case management in higher education, public health, social work, sociology, educational psychology, student affairs, and/or related fields
	X	5 years	in related fields, providing care and support to students, faculty and/or staff in higher education

Additional Work Experience

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

<input type="checkbox"/>	Combined experience/education as substitute for minimum work experience
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Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Demonstrated knowledge and understanding of civil rights laws and policies relating to higher education and employment.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience working with domestic/dating violence, sexual assault, stalking, sexual and/or gender-based harassment issues.
X		Understanding of the impacts of racial and other forms of inequity, harassment, discrimination, and injustice.
X		Demonstrated ability to facilitate support and resources.
X		Ability to organize, prioritize, and manage multiple tasks and data in high volume, fast-paced environments with accuracy, attention to detail, flexibility, and appropriate discretion.
X		Excellent written and oral communication skills, able to interact effectively with a wide range of internal/external stakeholders.
	X	Demonstrated understanding of the university's culture, mission, and values.

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
Assists with the provision of prompt, compassionate, and appropriate responses to all reports to the Office for Equity, Equal Opportunity, and Title IX (EEO-TIX). Assists with 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.				
Manages ongoing accommodations for a docket of students, faculty, and staff in the form of supportive measures, with or without filing formal complaints. Ensures timely and accurate documentation of all reports and responses relating to concerns of protected class discrimination, harassment and related retaliation.				
Communicates and collaborates with varied stakeholders 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 varied 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.				
Provides administrative support to regular initial assessment triage meetings with 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.				
Assists with training and education programs for university community members as a representative of the department. 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

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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.