



Intake and Training Specialist, Office for Equity, Equal Opportunity, and Title IX (EEO- TIX)

Job Description

JOB INFORMATION

| | |
|--|---|
| <i>Job Code:</i> | 117117 |
| <i>Job Title:</i> | Intake and Training Specialist, Office for Equity, Equal Opportunity, and Title IX (EEO-TIX) |
| <i>FLSA Status:</i> | Exempt |
| <i>Supervisory:</i> | May lead one or more employees and/or students performing similar work.; May oversee staff, students, volunteers, agencies and/or resource employees. |
| <i>Job Family:</i> | Title IX |
| <i>Job Family Group:</i> | Human Resources |
| <i>Management Level:</i> | 8 Individual Contributor |
| Intake and Training Specialist, Office for Equity, Equal Opportunity, and Title IX (EEO-TIX) | |

JOB SUMMARY

Assists the Deputy Coordinators for Intake, Outreach, and Support in ensuring prompt, compassionate, and appropriate responses to all reports to the Office for Equity, Equal Opportunity, and Title IX (EEO-TIX). Conducts timely intake/initial assessment meetings, provides clear, prompt, and appropriate responses to information gathered and/or requested, and ensures timely and accurate documentation of all reports to EEO-TIX. Assists care managers by referring students and employees to available resources. Supports EEO-TIX training and education efforts by conducting training and education programs, coordinating training requests, assisting in the preparation of training, education, and general office communication materials, and maintaining training data. Represents EEO-TIX in community meetings and initiatives.

JOB QUALIFICATIONS:

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 | providing case management in the field of public health, social work, sociology, educational psychology, student affairs, law, compliance, and/or related field. |

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> |
|------------|-------------|---|
| X | | Deep 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 issues such as domestic or dating violence, sexual assault, stalking, and/or sexual or gender-based harassment. |
| X | | Demonstrable understanding of the impacts of harassment, discrimination, and injustice. |
| X | | Demonstrated ability to facilitate support and resources. |
| X | | 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. |
| X | | Excellent written and oral communication skills and the ability to interact effectively with a wide range of internal and external stakeholders. |
| | X | Experience working with and providing care and support to students, faculty, and/or staff medical personnel in a higher education setting. |
| | X | Experience with case management software and databases. |
| | X | Knowledge of best practices in higher education compliance with respect to effectively addressing discrimination, harassment, and retaliation. |

Other Job Factors

JOB ACCOUNTABILITIES

| | % Time | Essential | Marginal | N/A |
|--|--------|-----------|----------|-----|
| Assists the Deputy Coordinators for Intake, Outreach, and Support in ensuring prompt, compassionate, and appropriate responses to all reports to the Office for Equity, Equal Opportunity, and Title IX (EEO-TIX). Conducts timely intake/initial assessment meetings to learn about concerns and communicate rights, responsibilities, and possible courses of action. Responds to information gathered and/or requested from a reporting party during the initial intake process. Identifies and promptly communicates issues raised during initial intake meetings that may implicate applicable policies or resolution processes (e.g., sexual misconduct, discrimination, harassment, and retaliation). | | | | |
| Prepares clear, thorough written and/or verbal recommendations to relevant EEO-TIX and university stakeholders regarding whether the reported conduct falls within the scope and definitions of prohibited conduct under applicable policies, and identifies possible courses of action. Ensures timely and accurate documentation of all reports to EEO-TIX regarding concerns related to protected class discrimination, harassment, and retaliation and/or that implicate the university's policy on prohibited discrimination, harassment, and retaliation. Assists care managers by referring students and employees to available resources. Implements and monitors ongoing accommodations for students, faculty, and staff. | | | | |
| Communicates and collaborates with a variety of colleagues, units, and schools to coordinate the delivery of services and ensure faculty, staff, and student needs are met. Assists with the coordination of support services both on and off campus. Develops and maintains relationships with a variety of campus partners, refers matters outside of EEO-TIX's purview to such campus partners, and coordinates EEO-TIX responses with them as appropriate. Assists with presenting case information at Initial Assessment Triage Team (IATT) meetings to ensure prompt responses to all reports of discrimination, harassment, and retaliation and to identify and document the appropriate responsive steps in a timely manner. | | | | |
| Conducts training and education programs for the university community as a representative of the EEO-TIX office. Coordinates training requests, assists in the preparation of training, education, and general office communication materials, and maintains training data. Represents EEO-TIX in community meetings and initiatives upon request from EEO-TIX and university leadership and EEO-TIX coordinators. Maintains current knowledge of trends and developments in law and policy affecting civil rights in higher education and serves as a subject matter expert for matters involving EEO-TIX. Develops and maintains close collaborations with a broad cross-section of university community members. | | | | |
| Encourages a workplace culture where all employees are valued, value others and have the opportunity to contribute through their ideas, words and actions, in accordance with 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 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/ | | | |

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.