

Job Description

Job Title:	Case Support Co-ordinator
Department:	Campus Housing
Reports To:	Manager, Residence Life
Jobs Reporting:	None
Salary Grade:	USG 8
Effective Date:	May 2021

Primary Purpose

The Case Support Co-ordinator is accountable to the Manager, Residence Life for the investigation and administration of complex and critical student cases in residence. They ensure that the safety of the residence community is maintained through the effective and efficient coordination of both on and off campus resources necessary to provide crisis support and to diffuse critical emergencies. They ensure that judicial decision making of the highest ethical quality is performed in situations requiring due process. They are knowledgeable about student development theory and advocate for the importance of a holistic student experience where both inside and outside the classroom experiences work together to shape student learning in postsecondary education. The Case Support Co-ordinator functions as a member of the Residence Life Management Team, providing advice to the Residence Life Management Team as needed and participating in the after-hours Manager On-Call rotation.

The Case Support Co-ordinator(s) are part of an interdependent and collaborative team committed to integrating the student voice and connecting research and evaluation to our practice in order to continuously build on our understanding of our students' wants and needs and on our knowledge of how living environments contribute to student success. Our curricular approach facilitates the design and delivery of experiences and services so that students achieve priority developmental and educational outcomes.

Key Accountabilities

Case Management

- With direction from the Manager provide administrative support to the Residence Life Management Team for critical and complex cases in residence by coordinating the holistic review and exchange of sensitive information; this includes meeting with the respondent, the complainant, witnesses, and any member of the University community with particular knowledge of the alleged incident.
- Maintain confidential case records using online reporting systems.
- Be the primary contact for university personnel regarding the complex and critical cases they are coordinating. Alert the Manager, Residence Life and the Assistant Director, Student Development and Residence Experience of emergent issues and mobilize Residence Life on-call support as needed.

Development and Application of Policies and Procedures

- Initiate and/or continue to apply internal Housing policies/procedures related to student wellness and community standards, including return from hospital protocol, emergency relocation procedure, wellness checks, behaviour contract meetings, etc.

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- Educate staff and student-staff about residence policies and internal judicial processes. Be knowledgeable about residence policies and internal judicial processes. Be knowledgeable about campus policies (i.e. Policy 33, 34, 42 and 71) and federal/provincial legislation (i.e. Canadian Human Rights Act) and be able to identify when a residence student's behavior intersects these policies and may require a coordinated campus response.

Liaise with Internal and External Stakeholders

- Liaise with campus colleagues including, but not limited to, Campus Wellness, Police Services, the Faculties, and the Office of Human Rights, Equity and Inclusion to determine student needs and to coordinate interdepartmental efforts of student support.
- Support departmental priorities and objectives; participate in and manage projects as needed. Regularly review Residence Life's crisis management response strategy, behaviour management techniques, staff training model, judiciary processes, and transformational learning framework. Submit recommendations for strategy and protocol enhancement to the Manager, Residence Life and Assistant Director, Student Development and Residence Experience for action based on findings.
- Lead professional staff and student-staff training that pertains to crisis management and policy enforcement. Maintain an awareness of campus trends in student conduct issues, violations, case statistics as well as developments in behavioural management techniques across the student affairs field. Adapt training to suit these shifting priorities.
- Participate in campus and community activities related to student wellness and community standards.

Advising and Coaching

- Provide advice to the Residence Life Management Team on issues of discipline, policy enforcement and crisis management. Be available during business hours to consult with teammates on ongoing investigations. Advise on available courses of action and level of risk when case management requires staff follow-up, university intervention or the adjudication of consequences.
- Serve as an advisor to the Manager, Residence Life, the Assistant Director, Student Development and Residence Experience, and others (including the Director of Housing, Senior Administration and involved partners of the university community) on discipline appeal cases or threat of litigation, playing a key role in summarizing relevant documentation.
- Participate in the after-hours Manager On-Call rotation. Respond to emergencies as needed while on call, providing advice, support and coaching to the Residence Life Co-ordinators as required.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Bachelor's degree

Experience

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- 3-5 years of related and/or student affairs experience in roles demonstrating progressive responsibility.
- Previous experience in crisis and emergency response, on-call rotations, handling difficult conversations, managing student issues and executing judicial processes in a University context is required.

Knowledge/Skills/Abilities

- The ability to work in a highly complex and demanding environment, managing and collaborating with multiple partners, from across campus and externally.
- Good judgment and problem solving skills required.
- Demonstrated ability to remain tactful under pressure with the capacity to maintain confidentiality.
- Demonstrated success in dealing with difficult and sensitive issues making frequent, timely independent decisions with the ability to prioritize effectively.
- Excellent relationship management skills and demonstrated ability to coach others.
- Awareness of and commitment to principles of health/safety and risk management.
- Proven ability to investigate an issue using objective judgment and the ability to interpret and apply a broad range of institutional, departmental and provincial policies to one's recommendations for action.
- Excellent interpersonal communication (oral and written), analytical, attention to detail, organizational, multi-tasking and documentation skills.
- Working knowledge of student development theory, transformational learning theory and restorative justice principles.

Nature and Scope

- **Contacts:** The Case Support Co-ordinator communicates most frequently with the Residence Life Management Team in supporting the case management initiatives of the business unit. The incumbent communicates regularly with colleagues in Student Development and Residence Experience, including Residence Services and Residence Learning. The incumbent will also connect with other internal Housing functional areas (Housing Occupancy and Marketing Services, Residence Facilities) when case management or community management intersects these areas. External to Housing, the Case Support Co-ordinator's main campus contacts include staff within UW Police Services, the Office of Human Rights, Equity, and Inclusion, and Campus Wellness. The incumbent communicates most frequently with the Counsellor in Residence.
- **Level of Responsibility:** The Case Support Co-ordinator does not supervise full time staff or student-staff. The incumbent functions in an advisor role to staff at the peer level in their case management practices and supports the practice of other key players within internal judicial processes.
- **Decision-Making Authority:** The Case Support Co-ordinator supports staff members coordinating internal judicial processes and critical case management procedures about student wellness and student behaviour. The incumbent will have the authority to advise on the outcomes of internal judicial processes and works with peers to make decisions related to community management and community safety.
- **Physical and Sensory Demands:** The Case Support Co-ordinator works primarily in an office and desk environment with a standard computer or laptop monitor. The incumbent will frequently use telephone and email to communicate with peers and stakeholders within the case management environment. Minimal physical demands will be required.
- **Working Environment:** The Case Support Co-ordinator is a live-out Residence Life position that participates in the Manager On-Call rotation. The incumbent is expected to live within reasonable driving distance to the Waterloo Campus in order to provide timely crisis support after-hours/on weekends as needed.