

# Job Description

Position Title: Assistant Program Manager, Student Conduct and Behavioral Assessment

Job Group: Student Affairs

Job Level Group: Professional Intermediate

FLSA Status: Exempt

## Position Summary:

The Student Conduct and Behavioral Assessment Assistant Program Manager provides leadership, program development, outreach, case management and evaluation for identified students. This position also serves as a case manager for the College Behavioral Assessment (BAT) Team, which responds to students needing support services, including referring students to short-term counseling and/or crisis intervention services; and responding to students who may be a threat to self or others. This position is responsible for ongoing outreach, education and follow-up with students, staff, and faculty to promote student retention and completion at the College.

## Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Manages Student Conduct, Title IX, Behavioral Assessment and Counseling college database to include training and access for employee use, creating and monitoring reports, data analysis and case review and closures.
2. Meet with students exhibiting high risk or other concerning behaviors and work in collaboration with Campus Safety and other members of the Student Behavioral Assessment Team (BAT) Team to evaluate those behaviors and to make recommendations regarding the appropriate course of action or intervention to prevent risk of violence or escalation of harm.
3. Conduct initial intake meetings with students to triage and assess needs for appropriate referrals within and outside the College and establish expectations for future meetings.
4. Serve as a BAT Team member and case manager to ensure the timely management and resolution of referred students needing mental health services, including referrals to crisis counseling, short-term counseling, psychiatric support and evaluations, and other community support services.
5. Monitor, maintain, and document student cases to provide ongoing support, advocacy, and address new or emerging concerns/issues as they arise.
6. Manage and support students' return to academic and campus environments following significant events and the re-entry phase for students who return from a leave of absence (LOA), suspension, or other significant events.

7. May develop and conduct BAT and Student Conduct workshops and training materials for students and employees.
8. Serve as a Behavior Assessment Team (BAT) member, and case manager for assigned BAT and Student Conduct cases. Serve as a liaison to assist faculty and staff who need advice and counsel when addressing lower-level classroom management and/or behavior management issues.
9. Assist students in making use of College and/or community services by monitoring and tracking individual cases and progress to ensure compliance with recommendations, ongoing assessment and address new or emerging concerns.
10. Consults regularly with relevant departments regarding services, access, and care to maintain strong collaborative relationships with College partners in Counseling, Student Affairs, College Police, Instruction, Access and Disability Resources and other areas to provide a comprehensive network of support for students in need.
11. Facilitates information sharing, as permitted by FERPA, with identified entities to facilitate assessment, monitoring and case management for BAT and identified Student Conduct cases.
12. Performs all other duties and responsibilities as assigned or directed by the supervisor.

### **Knowledge, Skills, and Abilities:**

1. Knowledge of regulatory compliance principles and practices
2. Knowledge and application of interviewing and investigative methods and procedures
3. Knowledge of internal and external customer service principles and practices
4. Skill in coordinating and monitoring the work of others
5. Skill in effective communication (both written and oral)
6. Skill in independent decision making
7. Skill in positive, productive, and flexible customer service
8. Skill in problem solving
9. Skill in program development and process improvement
10. Skill in project management principles, processes, and techniques
11. Skill in public speaking
12. Ability to adapt and maintain professional composure in emergent and crisis situations
13. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results

14. Ability to develop and maintain effective and positive working relationships
15. Ability to operate relevant equipment required to complete assigned responsibilities for the position

### **Supervision:**

- Supervises work of others, including planning, assigning and scheduling work, reviewing work and ensuring quality standards, training staff and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

### **Independence of Action:**

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

### **Competencies:**

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- **Organizational Culture:** Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- **Governance, Institutional Policy, and Legislation:** Allows impact on the guidelines that determine how the College operates.
- **Student Success:** Allows the opportunity to support student success as well as improve access and retention.
- **Institutional Leadership:** Provides the opportunity to provide leadership across the institution. Leading by example and supporting team building.
- **Information and Analytics:** Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.

### **Minimum Qualifications:**

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in Education, Social Work, Psychology, Human Services or a closely related field of study required.

- Master's degree in Education, Social Work, Psychology, Human Services or a closely related field of study required.
  - One (1) to Three (3) years of professional level program experience required.
  - Three (3) to five (5) years of project management experience preferred.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

### Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; may be required to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

### Special Conditions of Employment:

- Some evening or weekend work hours
- On-call rotation duties
- Pre-employment Background Check Required
- DMV Check/Current and Valid AZ Driver's License