



Classification Description

Job Title: Care Case Coordinator

Pay Grade: 109

Job Code: 4259

FLSA Status: Exempt

Job Purpose

The Care Case Coordinator is responsible for providing support, resources, outreach and referral services, crisis intervention, and consultation with Care staff. The Care Case Coordinator's primary focus will be on providing support and resources to FSW students and assist or lead any trainings or presentations for Care Services. This position will be responsible for connecting students to community/campus partners, planning and facilitating Care groups, maintaining timely documentation, serving on the Care Team, and providing crisis intervention when needed. The Care Case Coordinator is expected to perform their duties conscientiously and responsibly in a manner consistent with the mission of the Student Support Services team. This position will be part of the Care Support Services team. This role will help students of concern and report to the Director of Student Support Services. This role manages cases and coordinates with students who may be returning to campus due to mental health crises and assists in any other Care cases. The Care Case Coordinator will practice best practices in Care and Adaptive Services. The Care Case Coordinator also participates in intake services, facilitation of classroom accommodations for students with disabilities, and appropriate referrals to College resources to promote student success and wellness. This position remains current with full understanding of The Rehabilitation Act and The Americans with Disabilities Act and how they relate to post-secondary institutions and applies the guidelines associated with each of these Acts consistently and equitably.

General Responsibilities

Essential Functions

Provides support and resources to all students of concern at all FSW campuses.

Serves as a liaison with the Director of Student Support Services for students in crisis.

Without violating confidentiality, provides updates to Care Team and updates/manages Maxient Care cases in a timely manner.

Attends and engages in Student Life staff meetings, trainings, and retreats.

Aids with training and onboarding experiences to trainees and new Care staff/students.

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Documents all incoming Care cases into Maxient system. Works with Director of Student Support Services with case management to ensure all documentation is current and submitted in a timely manner.

Assists with the implementation of Assessments and Effectiveness Plans for Care and Adaptive Services for the Collier campus with the Director of Student Support Services.

Assists with wellness checks for all FSW students with referrals, consistent and accurate communication with the students, FSW Campus Police, administration, faculty, Center for Progress and Excellence, and campus partners.

Refers students in crisis in an appropriate and a timely manner.

Serves on Care Team (Collier and Lee).

The Care Case Coordinator will be expected to work after hours and weekends, and assists with student crises, if needed.

The Care Case Coordinator is required to participate in educational, outreach and prevention programs for Care and Adaptive Services.

Updates and maintains a database of internal and external College resources including, but not limited to, external crisis shelters, community organizations, and Care pantries; shares regularly with key stakeholders at the College.

Manages the development of appropriate marketing strategies for Care and Adaptive Services.

Serves FSW's Adaptive Services Office on an assigned campus or campuses and is readily available to provide pleasant and professional service to students and others seeking information regarding the enrollment process.

Reviews students' disabilities and uses independent judgment to determine appropriate accommodations based on documentation, conversations with the student, and/or professor/Dean's observations and suggestions.

Facilitates communication and directs interaction with faculty/staff regarding accommodations and services available for students.

Promotes the enrollment of students with disabilities into vocational and educational programs, both off-campus and on-campus.

Understands, applies, and explains to others College policies and procedures related to the services performed by the Adaptive Services Office.

Serves as a resource for faculty/staff.

Performs other duties as assigned.

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These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree or advanced degree from a regionally accredited institution of higher education in counseling, human services, social work, or related field.

Two (2) years of related full-time professional work experience.

Excellent interpersonal skills in general including the ability to: develop strong working relationships; positively represent the Care Team across diverse communities; and interact effectively with the community within and outside of FSW regarding providing resources and education for mental health.

Ability to independently travel to all FSW campuses in Lee, Charlotte, Collier and Hendry counties and other locations for College business.

Ability to provide resources and services-via video telehealth/phone conference/and in person.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Ability to learn and be proficient in Maxient to document student Care plans and other required updates.

Demonstrated ability to:

- Manage the daily unpredictability of providing triage and resources to students.
- Excellent written/oral/interpersonal communications skills, flexibility and ability to collaborate well with others.
- Demonstrated expertise in-crisis intervention and management, and student development theories in the context of higher education.
- Demonstrated skill in working well under pressure while prioritizing and managing tasks while coordinating efforts as a part of the Care Team.
- Commitment and expertise in working with diverse populations and/or underrepresented College student populations.
- Evidence of organizational understanding and an ability to work collaboratively.
- Experience in directing, organizing, and prioritizing workload to meet required deadlines and department objectives.
- Skill in referrals and crisis management with the appropriate resources for students in a timely manner.

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Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: April 23, 2024.