



Classification Description

Job Title: Director, CARE Services

Pay Grade: Administrator

Job Code: 4016

FLSA Status: Exempt

Job Purpose

The Director of CARE Services is responsible for providing leadership and implementation and assessment of a College-wide comprehensive community mental and behavioral health support program(s) for all students. This includes intervention and support resources for students whose behavior has raised concern, crisis response, and general wellness. This position is a key stakeholder in accountability for student retention and serves as a resource for faculty. The Director of CARE Services provides supervision for the CARE Coordinators as well as the Human Services Interns.

General Responsibilities

Essential Functions

In conjunction with leadership in Student Affairs, assists in coordinating the College's response to student concerns and crises.

Secures partnerships and markets off-site community agencies from the College's district in order to provide support and services for students in need.

Coordinates and communicates on-campus services to all students to ensure they are aware and utilize them.

Conducts regular ongoing assessment of support services to determine usage, quality and additional needs for our students. This assessment is conducted in collaboration with campus and community partners including, but not limited to, mental health services, Residence Life, Adaptive Services, Academic Advising, faculty members, on and off campus partners, and all offices within the Division of Student Affairs.

Manages, advertises, coordinates, and implements BetterMynds, ProtoCall, and JED programs for all FSW campuses.

Manages, coordinates, and implements all outreach.

Serves as the Chair of Bucs CARE Response (BCR) team, the College's interdisciplinary behavioral intervention team.

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Serves as a central information source for all student behavior concerns impacting the campus community; oversees information management and record security.

Responsible for supervision and training of the CARE Coordinators and Human Services interns.

Maintains and manages all business, budget, and staffing operations of the CARE team. Develops appropriate protocols for recording the activities of the CARE Team as well as creating and maintaining CARE team policy and procedure manual.

Meets directly with students regarding issues of concern including initial meetings, appropriate referrals on and off campus, behavioral contracts, follow-up conversations, and any other efforts to provide thorough and effective interventions for students.

Utilizes Maxient system (FSW's case management system) to record all interactions and communications with students. Runs regular reports and shares information to stakeholders. Responsible for accuracy of all data related to CARE in Maxient.

Facilitates student's return to campus subsequent to a leave of absence due to psychological or medically related matters.

Meets and partners with key offices to provide outreach and programming to students including, but not limited to, new student orientation and the Title IX/Equity Officer.

Develops and conducts regular and on-going presentations, outreach, workshops, student organization presentations, and training programs throughout the year that guide FSW students, staff and faculty related to mental and behavioral health of students.

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

Manages the development of appropriate marketing strategies for CARE, ProtoCall, Better Mynds, and JED, this includes but is not limited to, brochures, website, social media, and promotional materials to ensure all students are aware of Care Services of the College.

Utilizes Maxient system to record all interactions and communications with students. Runs regular reports and shares information to stakeholders. Responsible for accuracy of all data related to CARE in Maxient.

Develops and conducts regular and on-going presentations, workshops and training programs throughout the year that guide FSW students, staff and faculty related to prevention and wellness, mental, and behavioral health of students.

Communicates with staff, parents, families or designated emergency contacts regarding emergencies, including hospitalizations and suicide attempts, to help facilitate a successful return to campus when issues are appropriately resolved.

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Position will travel to serve all FSW locations.

Develops and distributes reports, forms and educational material for the department.

Performs other duties as assigned.

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. This position will require after hours and weekend commitments. 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 safely perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Master's degree from a regionally accredited institution of Higher Education, Counseling, Social Work, or relatable field.

Five (5) years of full-time professional work experience working with students in case management or crisis intervention situations. An understanding of current trends and best practices.

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

Demonstrated experience using a personal computer, office software such as Outlook, Word and Excel, electronic mail and Adobe Suite

Demonstrated skill in database use and reporting.

Deep understanding of human development (especially College students) and counseling techniques.

Demonstrated ability to:

- Develop, assess and deliver programs.
- Possess excellent communication skills, as well as have basic knowledge of conflict resolution techniques and best practices for assisting individuals under stress or trauma, and the ability to manage multiple tasks simultaneously.
- Become familiar with campus and community resources that can be accessed and leveraged to assist students at FSW. The individual will be required to have, or be able to develop, a comprehensive knowledge of FSW's regulations and procedures.
- Be highly collaborative as the position works closely with other entities on campus including, the Department of Public Safety, Housing and Residence Life, Counseling Services, Student Conduct, Title IX/Equity Officer, Academic Affairs/faculty and academic deans, Student Engagement, Adaptive Services, and the Assistant Vice

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President and Vice President for Student Affairs Office.

- Work successfully with diverse entities, including students, parents, faculty, staff, public safety officers, College administrators, and mental health professionals.
- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Present in front of various groups.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively and in a timely manner.
- Communicate effectively, both orally and in writing.
- Communicate and follow up in a timely and professional manner.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

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.

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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: March 1, 2022.