



POSITION DESCRIPTION

Department: Dean of Students Office
Position Title: CNN & Student Conduct Case Management Specialist (CCMS)
Job Code: 3082
Time Base: 1.0
Position Number:

Position Reports To: Director of Cougar Care Network

Classification: Student Services Professional II
Range Code: 1
Exempt or Non-Exempt: Exempt
Last Update: 7-18-2022

Union / Unit (if applicable): Academic Professional of California (APC)/Unit 4

PURPOSE OF POSITION:

Under the general supervision of the Director of Cougar Care Network and Associate Dean of Students, this position provides day to day case management for Cougar Care Network and Student Conduct and Ethical Development. The Specialist will provide students referred to Cougar Care Network with information, resources, and support to help ensure their personal and academic success. The Specialist will address cases related to students' basic needs that have arisen as a result of the pandemic. The Specialist will conduct needs assessments, intervene in distress and crisis situations, and connect students to campus and community resources based on an individualized, solution-focused assessment. The Specialist will also serve as the primary Student Conduct Administrator for COVID-19 non-compliance conduct cases. The position administers student conduct cases and investigations, all while upholding due process and adhering to the applicable CSU Systemwide Executive Orders, Title V, State, Federal and Local Laws.

MAJOR RESPONSIBILITIES:

1. CNN and Student Conduct Case Management
2. Program & Resource Development

% of Time

50%
50%

LIST OF DUTIES FOR EACH MAJOR RESPONSIBILITY:

1. CNN and Student Conduct Case Management

- a. Provide non-clinical case management services to students by providing them with information, resources, and support to help ensure their personal and academic success.
- b. Conduct needs assessment, intervene in distress and crisis situations, and connect students referred to Cougar Care Network to campus and community resources based on an individualized, solution-focused assessment.
- c. Meet one on one with students referred to CCN by faculty/staff or who have self-referred for concerns related to their Basic Needs.
- d. Provide students with guidance on how to apply for CalFresh, Medi-Cal, Student Emergency Fund, Emergency Loans, and other financial resources.
- e. Provide guidance to staff and faculty regarding working with students experiencing challenges meeting their basic needs.
- f. Assess and track patterns to advocate for further resources on and off campus
- g. Serve as a member of the Basic Needs team, provide information and support for food insecurity, housing and transportation initiatives.
- h. Build and maintain collaborative relationships with on-campus and community programs to better serve the under-resourced and high need students.
- i. As cases arise, address alleged violations of policies related to COVID mitigation measures (testing, vaccinations, off-campus gatherings, and other campus, state, and CDC guidance).
- j. Interpret CSU EO 1098 (or successor) and Title 5 Education Code Section 41301.
- k. Clearly communicate conduct issues to students verbally and in writing during conversations, meetings and follow-up correspondence.
- l. Conduct unbiased investigations to gather and carefully evaluate evidence.

- m. Carry out a conduct process which ensures students' due process and confidentiality following procedures as outlined in pertinent CSU Executive Orders and Title 5 of the Education Code Section 41301.
- n. Develop fair, consistent and appropriate sanctions for violations of the standards for student conduct.
- o. Maintain necessary records using Maxient.

2. Program and Resource Development

- a. Serve as coordinator of the Emergency Housing Program at CSUSM
- b. Research off campus resources to maintain an interactive database of local, regional, state, and national basic needs support available to students
- c. Work with campus partners to ensure their awareness of basic needs resources available to students
- d. Work with ASI on the oversight, implementation, and assessment of the Student Emergency Fund
- e. Work in close collaboration with the Career Center to address student employment needs

PROVIDES LEAD DIRECTION OF OTHERS

- a. None

REQUIREMENTS OF POSITION:

List education and experience required.

- a. **Experience:** Possession of these knowledge and abilities is typically demonstrated through the equivalent of 2 years of experience in professional student services program areas or in a related field; experience should give evidence of competence and indicate the potential for further growth. A master's degree in a job-related field may be substituted for one-year of the professional experience.
- b. **Education:** Equivalent to graduation from a 4-year college or university in one of the behavioral sciences, public or business administration, or a job-related field. Additional specialized experience during which the applicant has acquired and successfully applied the knowledge and abilities shown above may be substituted for the required education on a year-for-year basis.
- c. Must possess a valid California driver's license and automobile insurance; a California State University defensive driving course must be passed upon acceptance of the position.

Preferred

- a. Master's degree in social work, counseling, or related field
- b. Experience in an academic setting
- c. Experience with student conduct investigations
- d. Knowledge of CSU policies
- e. Knowledge and use of Maxient or similar Confidential Student Record-Keeping Program
- f. One to two years case management experience

List knowledge, skills, and abilities required for this position.

- a. Ability to demonstrate an awareness and appreciation of the cultural diversity of the University community and establish and maintain cooperative and effective relations with University employees, students and the public.
- b. Demonstrated ability to intervene with students regarding mental health concerns and personal needs such as food and housing insecurity.
- c. Demonstrated ability to manage crises involving students.
- d. Demonstrated ability to complete suicide assessments for students experiencing suicidal ideation.
- e. Demonstrated ability to maintain confidentiality and discretion in all aspects of the position.
- f. Demonstrated ability to interpret and clearly communicate to the University community and constituents regarding the various policies and protocols related to the position.
- g. Knowledge of student development theory within a multicultural context and demonstrated success developing programs and services to meet the needs of a diverse student body.
- h. Demonstrated ability to develop training tools in multiple media to inform the campus community about resources, rights and responsibilities in working with students of concern.
- i. Demonstrated ability to work in a fast-paced environment while managing multiple projects and cases.
- j. Demonstrated ability to use sound professional judgment and problem-solving skills with students, staff, and faculty

- k. Demonstrated ability to work independently.
- l. Demonstrated ability to communicate effectively in front of groups for presentations.
- m. Demonstrated working knowledge of the principles of individual and group behavior.
- n. Demonstrate computer competency (word-processing, database, spreadsheet, electronic mail, internet and web applications in a PC windows environment).
- o. Demonstrated ability to develop and provide campus-wide educational programs and outreach to students, faculty, and staff.
- p. Strong interpersonal skills and the ability to work with a diverse population.
- q. Strong organizational skills to coordinate multiple projects.
- r. Ability to work in a dynamic environment and adapt to change.

List machines, tools, equipment, and motor vehicles used in the performance of the duties:

- a. Standard office and communication equipment

Unique working conditions

- a. Occasional overnight travel

Other Employment Requirements

- a. This position is subject to a background check including, but not limited to, employment verification, education verification, reference checks and criminal record checks. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.
- b. This position is required to complete Sexual Harassment Prevention training "EDU Supervisor: Anti-Harassment, Discrimination, Retaliation"
- c. Must participate in required campus trainings including, but not limited to, Information Security Awareness Training and CSU's Sexual Misconduct Prevention Program.

PURPOSE AND NATURE OF WORK RELATIONSHIPS:

Daily/weekly interaction with students, faculty and staff; Dean of Students; Dean of Students Office staff; University Police Department; Student Health & Counseling Services; Disability Support Services; Associated Students, Inc; Housing & Residential Education. Collaborate with Faculty Affairs, Office of Human Resources.

| | | |
|------------------------------------|-------------------------------|---------|
| DOS Staff | Daily work | Daily |
| Students | Customer service | Daily |
| Faculty | Customer service | Daily |
| University Staff at varying levels | Customer service | Daily |
| IITS | Computer programs, operations | Ongoing |

PHYSICAL EFFORT:

Check the appropriate box for each of the following items which most accurately describes the extent of the specific activity performed by this employee on a daily basis.

| | Number of hours/day | | | | |
|-------------------------------|---------------------|-----|-----|-----|----|
| | N/A | 1-2 | 3-4 | 5-6 | 7+ |
| 1. Sitting | | | | | X |
| 2. Standing | | X | | | |
| 3. Walking | | X | | | |
| 4. Bending (neck) | X | | | | |
| 5. Bending (waist) | | X | | | |
| 6. Twisting (neck) | X | | | | |
| 7. Twisting (waist) | X | | | | |
| 8. Crawling | X | | | | |
| 9. Climbing | X | | | | |
| 10. Reaching (above shoulder) | | X | | | |
| 11. Reaching (below shoulder) | | X | | | |
| 12. Walking on uneven ground | X | | | | |
| 13. Crouching | X | | | | |
| 14. Kneeling | | X | | | |
| 15. Balancing | X | | | | |
| 16. Pushing or pulling | | X | | | |

- 26. Driving cars, trucks, forklifts and other equipment
- 27. Being around scientific equipment and machinery

| | Number of hours/day | | | | |
|----------------------------------|---------------------|-----|-----|-----|----|
| | N/A | 1-2 | 3-4 | 5-6 | 7+ |
| 17. Fine manipulation | X | | | | |
| 18. Simple grasping | | X | | | |
| 19. Power grasping | X | | | | |
| 20. Lifting or carrying | | | | | |
| A. 10 lbs or less | | X | | | |
| B. 11 to 25 lbs | | X | | | |
| C. 26 to 50 lbs | X | | | | |
| D. 51 to 75 lbs | X | | | | |
| E. 76 to 100 lbs | X | | | | |
| F. Over 100 lbs | X | | | | |
| 21. Keyboard use | | | | X | |
| 22. Mouse use | | | | X | |
| 23. Repetitive use of hands/arms | | | | X | |
| 24. Repetitive use of legs/feet | | X | | | |
| 25. Eye/hand coordination | | | X | | |

| Yes | No |
|-----|----|
| X | |
| | X |

MENTAL EFFORT

| | Number of hours/day | | | | |
|------------------------------------|---------------------|-----|-----|-----|----|
| | N/A | 1-2 | 3-4 | 5-6 | 7+ |
| 1. Directing others | X | | | | |
| 2. Writing | | | X | | |
| 3. Using math/calculations | | X | | | |
| 4. Talking | | | | X | |
| 5. Working at various tempos | | | | | X |
| 6. Concentrating amid distractions | | | | | X |
| 7. Remembering names | | | X | | |
| 8. Remembering details | | | | | X |
| 9. Making decisions | | | X | | |
| 10. Working rapidly | | | | X | |
| 11. Examining/observing details | | | X | | |
| 12. Discriminating colors | X | | | | |

ENVIRONMENTAL FACTORS

| | Number of hours/day | | | | |
|---------------------------|---------------------|-----|-----|-----|----|
| | N/A | 1-2 | 3-4 | 5-6 | 7+ |
| 1. Inside | | | | | X |
| 2. Outside | | X | | | |
| 3. Humid | X | | | | |
| 4. Hazards | X | | | | |
| 5. High places | X | | | | |
| 6. Hot | X | | | | |
| 7. Cold | X | | | | |
| 8. Dry | X | | | | |
| 9. Wet | X | | | | |
| 10. Change of temp | | X | | | |
| 11. Dirty | X | | | | |
| 12. Dusty | X | | | | |
| 13. Odors | X | | | | |
| 14. Noisy | | | | | X |
| 15. Working w/others | | | | | X |
| 16. Working around others | | | | | X |
| 17. Working alone | | X | | | |

SIGNATURES

The last sheet for any staff position description should contain the signature sheet. Signatures will include the incumbent's signature (if applicable) or new employee; the supervisor's signature and all pertinent administrative personnel.

Employee

Print Name: _____

Signature: _____

Date: _____

Appropriate Administrator (MPP)

Print Name: _____

Signature: _____

Date: _____

Dean/Department Head/Director/AVP (optional)

Print Name: _____

Signature: _____

Date: _____

2022-23 HEERF Funded Positions

Norma Larios <nlarrios@csusm.edu>

Fri 6/17/2022 11:01 AM

To: Jason Schreiber <jschreiber@csusm.edu>

Cc: Rosa Mora <rmora@csusm.edu>; Nancy Santiago <nsantiago@csusm.edu>

Hi Jason,

The following 2021-22 filled HEERF positions are approved and funded for 2022-23 via HEERF through June 30, 2023. You may now submit/process any HR required paperwork to keep folks hired. I am including Nancy and Rosa in this email for their awareness. Please be sure to reach out if you have any questions or concerns. Thank you!

| Funding Type | Dept Name | Employee Nm | Employee Title/Need | Amount | Benefits | Total | Justification |
|--------------|--------------------------------|---------------|---------------------|--------------|--------------|--------------|--|
| Continuing | 1141 - STDAFF Dean of Students | Hale, Katrina | SSP II | \$ 51,648.00 | \$ 25,824.00 | \$ 77,472.00 | Position to focus on probationary student surge due to pandemic and is housed with CCN Support Network; Part of EAI Trio with Dawn Formo and PASS. |
| Continuing | 1141 - STDAFF Dean of Students | Hall, John | SSP II | \$ 51,648.00 | \$ 25,824.00 | \$ 77,472.00 | Position to focus on conduct needs and increased due to pandemic; CCN Student Conduct Case Management Specialist |

Norma Larios

Assistant Vice President of Divisional Operations | Student Affairs
Interim Director | Educational Opportunity Program
Lecturer | Department of Sociology
California State University San Marcos

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