

ASSISTANT DIRECTOR FOR CRISIS & WELL-BEING

Office for Residential Education

Position Description

The Residential Education staff at the University of Southern California provides community, support services, and education for 9,500 students living within USC Housing. The Assistant Director (AD) position is a full-time professional staff member who plays an integral role in the implementation of a residential life program that encourages student and community engagement through their supervision and oversight of critical functions. The Assistant Directors play a significant role in furthering the mission of the University of Southern California, the strategic initiatives of the Division of Student Affairs and the mission, vision, and core values of the Office for Residential Education. This position performs a variety of important daily operation tasks including supervision of professional staff, coordinating residential mental health training, coordinating intervention & response, serving as a liaison to Campus Support & Intervention, and serving on divisional committees or task forces.

Under the supervision of the Associate Director for Residential Education, the Assistant Director for Crisis & Well-Being is responsible for the managing the training, intervention, and response for all USC Housing resident-related crisis and well-being cases. This AD is responsible for the oversight of large initiatives such as suicide prevention, cultural responsiveness, resiliency, overall well-being, and crisis management. This position will both oversee and participate in development and delivery of training to meet a wide variety of needs. This position will collaborate directly with the AD for Residential Community Standards to provide support for all Residential Education professional staff and student leaders who interface with complex behavioral and conduct incidents in the form of referral, consultation, and debriefing following high-impact behavioral incidents taking place in USC Housing, including but not limited to sexual assault, suicidal ideation, assault, incidents of self-harm, and student death. This position has direct collaboration with the offices of Campus Support & Intervention, Office of Threat Assessment, Counseling & Mental Health Services, Office of Professionalism and Ethics, Office for Equity, Equal Opportunity, and Title IX (EOTIX), and Student Judicial Affairs and Community Standards. In addition to the essential duties listed, the ADs provide overall vision and leadership in the development of a robust academic and social environment for residents, while creating and maintaining a high level of safety, security, and well-being for all residents.

Qualifications:

The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education:** Master's Degree in Social Work, Higher Education/Student Affairs or Human Services field is required. Clinically licensed mental health professionals are preferred.
- **Work Experience:** An ideal candidate will have at least four years of post-Master work experience within residence life or within mental health and counseling as well as someone who has demonstrated leadership ability and skill to work effectively with staff and students.
- **Language Ability:** Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from students, faculty, staff, and the general public
- **Reasoning Ability:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form
- **Computer Skills:** Advanced MS Word processing, MS Excel or Spreadsheets, MS PowerPoint and MS Access or Database Software. Adept user of Internet, e-mail and other office automation systems.

Compensation:

Salary \$64,000 (12-month, live-in position). Furnished 2-bedroom apartment, meal package, and full university benefits. A limited amount of professional development funds are available annually.

Specific Duties and Responsibilities

Residential Crisis & Care Process Coordination

- Serves a primary person on all high-level residential crisis & care situations
- Establishes, maintains, and updates the residential crisis process to meet the needs of the Residential Colleges and Communities residents and staff
- Trains and provides on-going consultation to professional staff in the management of CARE (Advocate)
- Reviews all residential student concern records ensuring that staff adheres to established guidelines; initiates corrective action as necessary
- Maintains CARE (Advocate database) and develops additional resources as necessary or directed
- Compiles data and submits monthly and annual statistical reports regarding the residential crisis & care process
- Evaluates effectiveness of residential crisis & care process
- Represents Residential Education at the weekly Student Concerns Meeting, Threat meetings, and EEOTIX meetings
- Liaises with Campus Support and Intervention (CSI) on resident support and crisis. Ensures that CARE (Advocate) is updated by the Residential Education staff
- Liaises with Counseling & Mental Health (CMH) on resident support and crisis
- Manages crisis & care-related administrative moves through USC Housing and the Resident Education staff
- Collaborates with University colleagues including Counseling & Mental Health Services (CMH), Campus Support & Intervention (CSI), Office of Threat Assessment & Management, EEOTIX, and others to ensure support for students of concern.
- Maintains confidential student records in accordance to the Family Educational Rights and Privacy Act (FERPA) and Health Insurance Portability and Accountability Act (HIPPA)
- Collaborates with University officials in the preparation of data and other requirements of mandated reports in compliance with such directives as Title IX, the Campus Security Act, and the Clery Act

Well Being Coordination

- Analyzes resident crisis & care data to ascertain programmatic needs
- Coordinate staff well-being assessment and put together strategic plans to improve well-being
- Serve as a resource to all Residential Education staff including RAs on well-being programs, events, and initiatives
- Collaborate with campus partners on all well-being/wellness initiatives
- Establishes and maintains resident well-being publications
- Direct oversight of the ResEd well-being/wellness committees
- Serve as the primary person with all Center for Work & Family Life collaborations

Administrative-Management Responsibilities

- Reviews and updates Residential Review content on the department website, including providing annual updates and ensuring accuracy of information
- Annually updates and revises University Housing & Hospitality Services Contract & Living Agreement in collaboration with USC Housing
- Conducts judicial checks as requested by campus partners
- Participates in recruitment, selection and training of Residential Education Staff (RCCs, GRCCs, RAs and other student employees)
- Manages activities concerning termination of housing agreements as a result of eligibility matters
- Prepares and transmits statistical data as part of the University's effort to maintain compliance with federal reporting laws
- Participates on-call and in crisis management
- Participates in short- and long-range planning, developing goals and objectives for the Residential Education program
- Serves on University and departmental committees

Emergency & Duty Responsibilities

- Participates in a 24/7 on-call duty and emergency response system for the entire USC population of 44,000+ students
- While on duty, serves as a resource to all RCCs, GRCCs, and Resident Assistants. Being on duty requires the Assistant Director to be within a 15-minute response time to campus. On duty staff will respond to all calls. Weekday duty is 24-hour coverage until 8:30 am the following day. Weekend/Holiday duty is 24-hour coverage beginning on Friday until 8:30 am on Monday.
- The On-Duty Assistant Director follows duty procedures and responds to all emergency and crisis calls and assists all staff in managing these situations
- The On-Duty Assistant Director keeps the Director for Residential Education and Student Affairs Executive Leadership Team informed of life-threatening emergencies or serious disruptions that may require campus intervention or follow-up
- Notifies appropriate staff members regarding situations that impact the residence halls and/or students in the residence halls
- Inputs all student of concern information and communication into the CARE system
- Participates in updating the emergency response and duty manuals for all levels of staff

Student Development Functions

- Incorporates student development theory and knowledge into daily practices and decision-making
- Provides advice, support, assistance and referrals to all Residential Education staff as well as residents
- Be available for referral and counseling needs, conflict mediation, crisis intervention and appropriate follow-up
- Develops working relationship with Residential Faculty through regular meetings and on-going communication

Mission Related Responsibilities

- Fosters an atmosphere in the residence halls that supports the departmental, division and University missions
- Promotes social justice through daily practices and policies as well as through programming initiatives and community building
- Develops and promotes a housing community that is inclusive

Professional Development

- Participates in professional development opportunities sponsored by the Office for Residential Education and the Division of Student Affairs
- A limited amount of professional development funds are available annually to attend workshops or conferences supported by their individual professional development plan
- Assistant Directors serve on division and university committees; facilitate professional development; recruit professional staff members at conferences; and additional duties upon request and evaluation of performance

Departmental Duties

- Attends, participates, and sometimes leads ResEd meetings
- Attends regularly scheduled one on one supervisory meetings with the Associate Director
- Assists in the department training of professional and student staff members
- Provides oversight for 1-3 Residential Education committees
- Develops working relationships with key campus partners, including but not limited to: Department of Public Safety (DPS), Office for Health Promotion Strategy, Office of the Vice President, Fraternity and Sorority Leadership, Counseling & Mental Health (CMH), Campus Support & Intervention (CSI), Student Judicial Affairs & Community Standards (SJACS), Equity, Equal Opportunity, and Title IX (EEOTIX), Threat Assessment, Campus Wellbeing and Education (CWE), and the Student Affairs resource centers
- Attends events and programs sponsored by the department and/or the Division of Student Affairs, including those that periodically occur on weekends and evenings
- Wears appropriate attire for office hours, central staff functions, and all meetings
- Other duties as assigned by the department