

**JOB INFORMATION**

Effective Date	6/13/2022
Job Code:	3567
Job Title:	Assoc. Director, Student Advocacy Services
Salary Grade/Structure:	050 - Admin-Professional
Career Level Name:	
FLSA Name:	Exempt
EEO Code:	10-Exec, Admin, Mgmt
Job Function:	Student Development
Job Family:	Student Conduct & Advocacy
Job Summary	The Associate Director for Outreach and Advocacy Services is responsible for the supervision, development, implementation, management and evaluation of department resources that support students navigating issues affecting their academic career and/or personal circumstances. Provides referrals to community resources and campus support services related to personal and economic crisis interventions, food and housing insecurity, advocacy services, education and outreach. Makes budget recommendations. Oversees day-to-day operations of advocacy services, which includes food access programs, support services for former foster youth, emergency assistance programs, and community outreach.

**COMPETENCIES**

## Competencies

Please refer to the [UHCL Human Resources webpage](#) for UHCL core competencies for all eligible job levels.

**QUALIFICATIONS**

## Education

Education Level	Education Details	Required/ Preferred	
Master's Degree	Degree in Higher Education Administration, Counseling, Social Work or other related field.	Required	

## Work Experience

Experience	Experience Details	Required/ Preferred	
Considerable	At least five years of experience in higher education or closely related setting with demonstrated knowledge of student advocacy. Experience connecting students to resources.	Required	
Less than 3 yrs	Experience working with students in crises. Strong understanding of university policies, procedures, and student support services. Knowledge of university, state and federal regulations related to assigned areas.	Preferred	

## Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Preferred	
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## Knowledge, Skills and Abilities

KSAs	Proficiency
• Demonstrated experience of best practices in supporting students of concern in higher education.	Proficient
• Demonstrated experience in conflict resolution, mediation, counseling and problem-solving skills. Ability to synthesize and conceptualize complex situations and use appropriate professional judgment.	Skilled
• Knowledge and experienced in threat assessment, risk management, mental health, behavioral issues, drug and alcohol issues, sexual misconduct and harassment is an asset.	Skilled
• Success in compiling, managing, and communicating highly confidential information.	Skilled
• Demonstrated computer proficiency; Able to use a variety of software platforms to create and maintain student record databases, reports, and files.	Skilled
• Must have strong organizational skills. Ability to manage multiple tasks and projects simultaneously, ability to take initiative for projects and development of services within office as essential.	Proficient
• Excellent interpersonal skills, written and oral communication skills, listening skills and diplomacy skills. Must have excellent public relations skills & ability to work effectively with a wide range of constituencies in a diverse community.	Proficient
• Ability to maintain emotional stability to cope with human suffering, emergencies, and other stresses. Ability to embrace change and be flexible and adaptable.	Skilled
• Devotion to a positive customer service model; ability to effectively integrate online and in-person services to students.	Proficient
• Cognizant of the various needs of diverse student populations. Knowledge of student development & experience developing programs and working with various student populations.	Proficient

## JOB RESPONSIBILITIES

Campus Security Authority ☒

Remote Work Capable ☐

## Essential Functions

Essential Function	% TIME
• Provide leadership and consultation in responding to student in varying degrees of distress and students experiencing personal and academic challenges that requires advocacy and support. Initiate, coordinate, and implement policies for the department that are effective, efficient, and conducive to the personal, social, physical, spiritual, cultural development and general well-being of students.	25%
• Oversees advocacy services and support programs offered by the Office of Student Advocacy (Hawk Pantry and food access programs, emergency assistance resources, foster care alumni support services, etc.). Determine appropriate referrals and solutions that align with the university's mission, student well-being, retention and student success.	25%
• Assist in oversight of the budget, contracts and expenditures within the department. Participate in the recruiting, hiring, training, supervision and evaluation of professional and student employees.	10%
• Establish internal and external community partnerships that support students and provides resources for basic needs. This includes, but is not limited to, resources related to personal and economic crisis interventions, food and housing insecurity, advocacy services, education and outreach. Work to connect students to both on- and off-campus resources that meet their specific needs.	15%
• Collaborate with key stakeholders on campus and off-campus in the development of interdepartmental and/or interagency resources regarding advocacy or other concerns that are addressed to the department. Some of these collaborative partnerships may include, but not limited to, Academic Advising, Enrollment Services, Financial Aid, Student Business Services,	15%

## Essential Functions

Essential Function	% TIME
Housing and Residential Life, Dining, Student Health Services, Counseling Services, Career Services, Academic Affairs, Student Conduct and Community Standards, Title IX, and local community resources. Serve on university-wide committees and task forces.	
<ul style="list-style-type: none"> <li>Develop and coordinate outreach programs and events to educate the campus community and local community about student advocacy services. Facilitate trainings that promote and encourage the development of student coping skills, resiliency, and self-advocacy. Participate in university recruitment and retention initiatives. Assist with departmental and divisional assessment efforts, including but not limited to collecting and interpreting data and survey results.</li> </ul>	5%
<ul style="list-style-type: none"> <li>Other related duties as assigned.</li> </ul>	5%

## PRE-EMPLOYMENT

MVR:	No
Criminal History:	Yes
Physical Exam:	No
Hearing Exam:	No
Pulmonary Function Test:	No

## PHYSICAL DEMANDS/WORKING CONDITIONS

Office and Administrative Support

### Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting		X				
Carrying		X				
Pushing		X				
Pulling		X				
Climbing		X				
Balancing		X				
Stooping		X				
Kneeling		X				
Crouching		X				
Crawling		X				
Reaching		X				
Handling			X			
Grasping			X			
Feeling		X				
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

## Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise			X		
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

## Travel Requirements

Estimated Amount	Brief Description