

JOB INFORMATION

Effective Date	1/12/2023
Job Code:	3589
Job Title:	Assoc Dir, Student Advocacy
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 of Student Advocacy provides advocacy and support to students facing challenges in navigating campus resources and services. Advocates for student rights and promotes the development of critical thinking, problem-solving, and self-advocacy skills to students experiencing personal hardship and those expressing concerns, problems, and disputes with university policies, procedures, decisions, or interactions with faculty/staff. Implements the operational standards and policies of the University and coordinates the appropriate communication, response, and follow-up for student concerns, complaints, and grievances. Serves as a member of the Crisis Awareness and Response Emergency (CARE) team and is responsible for assisting in the management and coordination of services offered by the Office of Student Advocacy. Supervises professional and student staff. Some travel and weekend and/or evening work are required.

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	Master's degree in Higher Education Administration, Counseling, Social Work or related field.	Required	
Doctoral Degree	Terminal degree in related field.	Preferred	

Work Experience

Experience	Experience Details	Required/Preferred	
Less than 3 yrs	Progressive experience in student affairs and/or supporting students and managing staff within a higher education setting.	Required	
Less than 3 yrs	Demonstrated experience of best practices in supporting students of concern in higher education.	Required	
Less than 3 yrs	Direct crisis management and emergency response experience.	Preferred	

Work Experience

Experience	Experience Details	Required/Preferred	
Less than 3 yrs	Experience with database management	Preferred	

Licenses and Certifications

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

KSAs	Proficiency
<ul style="list-style-type: none"> Strong skills in conflict resolution, mediation, counseling, and problem-solving. Ability to synthesize and conceptualize complex situations and use appropriate professional judgment. 	Skilled
<ul style="list-style-type: none"> Strong interpersonal skills, written and oral communication skills, listening skills and diplomacy skills. Must have excellent public relations skills and ability to work effectively with a wide range of constituencies in a diverse community. 	Skilled
<ul style="list-style-type: none"> Ability to compile, manage, and communicate highly confidential information 	Basic
<ul style="list-style-type: none"> Ability to maintain emotional stability to cope with human suffering, emergencies, and other stresses. Ability to be flexible and adaptable and to embrace change. 	Basic
<ul style="list-style-type: none"> Strong organizational skills. Ability to manage multiple tasks and projects simultaneously, and to take initiative for projects and development of services within office as essential. 	Skilled
<ul style="list-style-type: none"> Knowledge of threat assessment, risk management, mental health, behavioral issues, drug and alcohol issues, sexual misconduct, and harassment. 	Basic
<ul style="list-style-type: none"> Knowledge of diverse student populations and student development and the ability to develop programs and work with various student populations. 	Basic
<ul style="list-style-type: none"> Knowledge of State and Federal rules, regulations, and guidelines related to assigned areas. 	Basic
<ul style="list-style-type: none"> Ability to be a positive customer service model and to effectively integrate online and in-person services to students. 	Basic
<ul style="list-style-type: none"> Strong understanding of university policies, procedures, and student support services. 	Basic

JOB RESPONSIBILITIES

Campus Security Authority

Remote Work Capable

Essential Functions

Essential Function	% TIME
<ul style="list-style-type: none"> Serves as the initial contact for students with complaints and issues. Assists students, parents, and faculty in resolving various personal and academic problems and grievances; Explains, clarifies, and advises students, faculty, and staff about university policies, procedures, and institutional resources available. Helps students to decide their best course of action. Assists with navigating on-and off-campus systems and resources. 	30%
<ul style="list-style-type: none"> Manages the student grievance case management system and coordinates investigations, responses, and resolutions. Troubleshoots provides conflict resolution strategies, intervenes, and personally responds to students in distress or crises. Determines appropriate solutions that align with the university's mission, student well-being, retention, and student success. Formulates and communicates intervention plans in collaboration with professional staff, faculty, campus departments, and/or community partners. Follows up with involved parties and makes expert referrals as needed. 	20%
<ul style="list-style-type: none"> Develops and fosters effective partnerships with key departments including, but not limited to, Academic Advising, Enrollment Services, Financial Aid, Student Business Services, 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. 	15%

Essential Functions

Essential Function	% TIME
Serves on university-wide committees and task forces. Attends Student Government Association meetings providing information, guidance, and advice regarding student advocacy support services and programs. Participates in larger community conversations around student support initiatives and skillfully balances advocacy and institutional priorities. Identifies systemic problems relating to complaints and determines if campus-wide resources should be adopted in response. Aligns all staff duties with University and Divisional level Strategic Objectives and Initiatives.	
<ul style="list-style-type: none"> Serves as an active member of the C.A.R.E. Team (Crisis Awareness Response Emergency Team). At times works nights and weekends to assist with and/or respond to student/university emergencies. 	10%
<ul style="list-style-type: none"> Assists in the management and coordination of programs and services offered by the Office of Student Advocacy. Assists in oversight of the budget, contracts and expenditures within the department. Participates in the recruiting, hiring, training, supervision and evaluation of professional and student employees. Assists with departmental and divisional assessment efforts, including but not limited to collecting and interpreting data and survey results and development and reporting of all relevant metrics associated with the Divisional and University Strategic Plan. 	5%
<ul style="list-style-type: none"> Engages a diverse student body and staff in fostering a welcoming, supportive, and inclusive environment promoting connection to campus life, while maintaining high-levels of customer-service for students, parents, and campus partners and facilitates accomplishment of University level and Divisional Strategic Objectives and Initiatives. 	5%
<ul style="list-style-type: none"> Develops, disseminates, and maintains informational/success resources for students, faculty, and staff via various outlets, including the website, social media, brochures, etc. 	5%
<ul style="list-style-type: none"> Assist with departmental and divisional assessment efforts, including but not limited to, collecting and interpreting data and survey results. 	5%
<ul style="list-style-type: none"> Performs all other duties as assigned. 	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				

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
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