Basic Needs Coordinator (Internal Only)

Closes: Monday, March 9, 2020

(Job #20-03) Student Services Professional II, Basic Needs Coordinator (Internal Only), $4,304-6,120/month. Appointments are typically made at the beginning of the salary range. This is a full-time, benefited, 12-month pay plan, permanent position with a one-year probationary period in the Office of the Dean of Students. This position comes with an extensive benefits package that includes comprehensive medical, dental, and vision coverage, CalPERS retirement, Fee Waiver eligibility (reduced tuition on most CSU system classes), life insurance, and voluntary pre-tax health and dependent care reimbursement accounts. Additional benefits information can be found at https://hraps.humboldt.edu/employee-benefits. Please note that this is an internal search open only to current, statewide Humboldt State University employees.

Humboldt State University is a Hispanic-Serving Institution that strives to foster an inclusive and equitable community to support our students of diverse backgrounds. HSU is committed to achieving the goals of equal opportunity and endeavors to employ faculty and staff of the highest quality committed to working in a multicultural and multi-racial community that reflects the diversity of the state. Additional information about Humboldt State University can be found at www.humboldt.edu.

Position Summary: Under the oversight of the Campus Assistance, Response and Engagement (CARE) Services Coordinator, this position is responsible to serve as a resource to students and other campus stakeholders and as a primary single point of first contact for students, staff, and faculty with questions about available basic needs resources including but not limited to food, housing security, and psychological support and provide case management. To effectively serve in this capacity, this individual is expected to engage in campus outreach, meetings with campus and community leaders, and one-on-one contact with students. As part of CARE team, this individual will work collaboratively to support the operations of the student food pantry, thrift store, and other related activities. This position will serve on the campus Basic Needs and related committees and have leadership in leading creation and changes to campus wide basic needs initiatives. This position will have a strong relationship with off-campus entities and will be tasked to develop and maintain relationships intended to bridge communication gaps and identify community resources that our students can access for their Basic Needs care. The goal of these efforts is to create opportunities for our students with nonprofits and community organizations. The coordinator will share with key campus points of contact what partnership organizations would like to collaborate on and what supports are available off-campus.

Duties:

- Serve as a single point of first contact for students, staff, faculty, and other stakeholders with questions about available basic needs related resources;
- Enhance infrastructure to increase the University's capacity to implement, sustain, and improve the support of basic need resources services with the purpose of supporting a comprehensive approach to supporting students;
- Regular assessment and reporting on program demand, utilization, and capacity in the areas of basic needs, to include collecting, entering, and producing reports on program outcome data;
- Expand efforts to promote wellness and help-seeking of all students and forefront prevention strategies, campus trainings for students, faculty, and staff;
- Work with on and off-campus stakeholders and analyze data to identify gaps in resources for the campus and our local community around basic needs;
- Develop and maintain relationships and have regular meetings with off-campus social services, non-profits, and community agencies;
- Create on and off-campus outreach events for students related to accessing basic needs resources;
- Assist in the creation and implementation of policies, procedures, and guidelines related to basic needs (e.g. on-campus cooking facilities/resource, access to lockers, showers, sleeping areas, etc);
- Design, prepare, implement and distribute materials and audio-visual aids such as pamphlets, posters, video and web-based program related to basic needs and develop a campus wide basic needs online website;
- Meet with and maintain a caseload of students, providing referral services for on and off campus resources;
- Act as a resource and liaison to members of the University community on matters pertaining to student wellbeing and students of concern;
- Send out notifications to faculty on behalf of students and answer any questions related to CARE services and the specifics of student cases in alignment with FERPA confidentiality;

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- In collaboration with the lead CARE Coordinator, design and implement CARE specific training for faculty, staff and students focused on students of concern, mental health, resources available to support students in distress;
- Collaborate closely with the Lead CARE Coordinator to provide case management services for students of concern. This includes serving as additional support for the lead CARE Coordinator with appointments;
- Conduct case assessments and coordinate follow up as designate by the Dean of Students and the Lead CARE Coordinator;
- In support of the Lead CARE Coordinator when necessary work with students returning from medical leaves of absence in order to ensure procedural compliance and enable personal and academic success;
- Work with the Lead CARE Coordinator to keep abreast of trends in student mental health, substance use, and wellbeing.

**Minimum Qualifications:**

**Education:** Equivalent to graduation from a four-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 listed below may be substituted for the required education on a year-for-year basis.

**Experience:** Two years of professional experience in one of the 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.

**Required Knowledge, Skills, and Abilities:**

**Working knowledge of:**
- Maintain a working knowledge of barriers common to college students in getting basic needs met, particularly in a rural community with limited resources
- Practices, procedures, and activities of crisis intervention, advocacy, and case management

**Skills:**
- Communicate effectively, both orally and in writing

Demonstrated ability to:
- Must demonstrate a working knowledge of the elements of program coordination.
- Interpret and apply program rules and regulations
- Use initiative and resourcefulness in planning work assignments and in implementing long-range program improvements
- Obtain factual and interpretative information through interviews; reason logically
- Collect, compile, analyze and evaluate data and make verbal or written presentations based on these data
- Advise students individually and in groups on routine matters where required
- Recognize diversity of sexual orientations and identities, and diversity of gender identities and perform work accordingly
- Establish and maintain cooperative working relationships with faculty, CSU administrators, student organizations, private and public agencies and others in committee work, and student advising and community contacts
- Rapidly acquire a general knowledge of HSU’s overall operation, functions and programs
- Make decisions and carry through actions having implications with regard to other program or service areas.
- Use judgment to select and interpret guidelines and precedents, and address problems of considerable difficulty where guidelines and precedents do not exist.
- Develop solutions to individual student problems which represent integrative solutions comprising appropriate elements of all Academic and Student Service programs.
- Plan, organize and implement a variety of office needs based on specific program requirements
- Collect, compile, and analyze quantitative data and facility with the means of disseminating educational information to the public through various mass and audio or visual media
- Prepare and deliver informational talks or lead group discussions using visual and other aids
- Ability to adhere to deadlines

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• Conduct interviews or group discussions to obtain data on health habits and needs; observe reactions to questions, and record or summarize findings
• Consistently model a high degree of customer service and student focus while demonstrating sensitivity to cross-cultural perspectives and experiences
• Conduct research using a variety of sources to develop and prepare education materials
• Maintain confidentiality consistent with applicable state and federal regulations
• Establish and maintain effective working relationships with on and off-campus community, agencies, and providers as it relates to student's basic needs
• Discuss difficult or sensitive topics on a regular basic, including food and housing insecurity, physical health, and mental health including but not limited to suicidality, maintaining appropriate elements of composure and professionalism
• Must have an ability and/or interest in working in a multicultural/multiethnic environment

Preferred Qualifications:
• Master’s or Doctorate degree in Social Work, Psychology, Counseling or related field
• Upper-division or graduate course work in counseling techniques, interviewing, and conflict resolution
• Two years of progressively responsible professional student services work experience in providing interventions including referrals to appropriate resources and agencies for addressing issues of concern including but not limited to mental and physical health needs, food insecurity, homelessness, navigating systems and policies and procedures, etc.
• An in-depth understanding – based on personal experience – of overcoming barriers similar to those confronting program participants as well as other at-risk student populations.

Application Procedure: To apply, qualified candidates must electronically submit the following materials via Interfolio (link below):

• Letter of Interest
• Resume or Curriculum Vitae
• Contact information for at least three professional references
• HSU Employment History Form (HSU Employment History Form: https://forms.humboldt.edu/employment-history-form)

CLICK HERE TO APPLY NOW: http://apply.interfolio.com/74502

(NOTE: Download the HSU Employment History Form and save it as a PDF file prior to filling it out. If the form is filled out on line (accessed via a web browser), content WILL NOT be saved).

Application Deadline: The deadline to submit application materials is 11:59 p.m. on Monday, March 9, 2020. To be notified in the event this recruitment re-opens for a subsequent review of applications, send an email to careers@humboldt.edu that includes the job number (20-03) and applicant’s last name in the subject line of the message.

Humboldt State University sits on the traditional homelands of the Wiyot people in what is currently called Arcata, CA. The Wiyot people call the area Goudi’ni (over in the woods). HSU was the first campus in the California State University system to offer a stand-alone major in Native American Studies.

HSU is committed to enriching its educational environment and its culture through the diversity of its staff, faculty, and administration. Persons with interest and experience in helping organizations set and achieve goals relative to diversity and inclusion are especially encouraged to apply.
It is the responsibility of the applicant to provide complete and accurate employment information. Incorrect or improperly completed applications will not be considered for vacancies. Any reference in this announcement to required periods of experience or education is full-time activity. Part-time experience or education—or activities only part of which are qualifying—will receive proportionate credit. In accordance with applicable Collective Bargaining Agreements, preference may be given to the campus applicants covered by these agreements. However, positions are open to all interested applicants, both on and off campus.

Class Code: 3082

Evidence of required degree(s), certification(s), or license(s) is required prior to the appointment date. A background check (including a criminal records check, employment verification, and education verification) must be completed satisfactorily before any candidate can be offered a position with the CSU. Certain positions may also require a credit check, motor vehicle report, and/or fingerprinting through Live Scan service. Adverse findings from a background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.

Publication Date: February 24, 2020

Humboldt State University is committed to achieving the goals of equal opportunity and endeavors to employ faculty and staff of the highest quality reflecting the ethnic and cultural diversity of the state. Additional information about Humboldt State University can be found at www.humboldt.edu.

Humboldt State University is a Title IX/Affirmative Action/Equal Opportunity Employer. We consider qualified applicants for employment without regard to race, religion, color, national origin, ancestry, age, sex, gender, gender identity, gender expression, sexual orientation, genetic information, medical condition, disability, marital status, protected veteran status, or any other legally protected status.

Compliance with the California Child Abuse and Neglect Reporting Act (CANRA) and CSU Executive Order 1083 Revised July 21, 2017 (EO 1083) is a condition of employment. CSU employees in positions with duties that involve regular contact with children or positions which supervise such employees are designated as Mandated Reporters under CANRA and are required to comply with the requirements set forth in EO 1083. Upon appointment to this position, the successful candidate(s) will be notified of and required to acknowledge their CANRA reporting status.

Additionally, all CSU staff and faculty receive training annually on their obligations in responding to and reporting incidents of sexual harassment and sexual violence. You will be notified by email when you are required to take this mandated training.