



## Case and Support Manager *Civil Rights & Title IX Office*

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### **POSITION SUMMARY**

The Case and Support Manager in the Civil Rights and Title IX Office is responsible for receiving and reviewing reports of Sexual Harassment, Sexual Assault, Domestic Violence, Dating Violence, Stalking, Unlawful Discrimination, Harassment, and Retaliation on the basis of a protected status, identifying University policies relevant to a report, implementing appropriate support measures, actively fostering and maintaining a climate that is supportive of students, faculty and staff. The Case and Support Manager responds to reports and concerns raised by members of the community; meeting one-on-one with parties in an in-person or virtual mode as determined by the party, to identify party needs; provides coordination support for supportive measures and facilitates access to appropriate campus and community services, following up as needed to assure the provision of prompt, compassionate, and appropriate responses in all cases.

### **SUMMARY OF DUTIES, RESPONSIBILITIES AND GOALS**

**Intake:** Facilitates the processing and initial outreach to individuals reporting protected class-based discrimination and harassment. Communicates and educates complainants, respondents, witnesses, and third-party reporters of their rights, options, and appropriate resources. Analyzes reports to determine pertinent next steps, including but not limited to safety assessments, required reporting, and elevation of risks. Partners closely with internal and external teams to ensure appropriate progression of case flow, and continued availability of supportive measures for involved parties. Competently interacts with a culturally and ethnically diverse population of students, faculty, and staff, who may have experienced interpersonal violence or other traumatic situations.

**Supportive Measures:** Assesses each report for urgent, reasonable, and appropriate supportive measures, and communicates available options to parties. Maintains an expertise in comprehensive on and off campus resources applicable to protected class-based harassment and discrimination. Coordinates effective supportive measures in partnership with college offices and community agencies.

**Documentation and Reporting:** Thoroughly, expediently, and clearly documents within the applicable databases(s) all actions taken within the intake process. Tracks patterns and behavioral escalations for elevation to leadership. Performs other duties as assigned. Responsible for assisting in the development and maintenance of accurate record-keeping systems and reports, assisting in compliance with federal and state reporting and training mandates, running reports to provide statistical support for office priorities/obligations and maintaining a database system for organizing, managing, and tracking cases. The position may also be tasked with managing the electronic case management and records system to include providing access to the system, modifying and editing system processes, and training system users.

### **QUALIFICATIONS**

#### **Minimum**

- Bachelor's degree required with three or more years of related experience; or a combination of education and experience may be considered.
- Experience with trauma-informed support services; supporting individuals who have experienced sexual violence or civil rights issues, conducting intakes, or crafting alternative resolutions; advancing compliance with regulations that pertain to students, faculty and college staff, including Title IX, and Clery Act.

- Outstanding verbal and written communication skills

### **Preferred**

- Experience in higher education administration.
- Experience with Maxient case management software.
- Demonstrated commitment to equity and justice in the provision of services.
- Experience working with the college student population.
- Ability to support students and diverse constituencies with seasoned problem-solving skills, strong diplomatic skills, detail orientation, ability to handle complex and confidential material.

## **APPLICATION INSTRUCTIONS**

Please submit a resume and cover letter explaining how your qualifications meet the requirements of the position to [resumes@oxy.edu](mailto:resumes@oxy.edu) and [fulcher@oxy.edu](mailto:fulcher@oxy.edu).

For full consideration, please submit your resume and cover letter by no later than January 14, 2021.

### *Additional Information:*

Occidental is an Equal Opportunity Employer and does not unlawfully discriminate against employees or applicants on the basis of race, color, religion, sex, sexual orientation, gender identity, gender expression, pregnancy, breastfeeding or related medical condition, national origin, ancestry, citizenship, age, marital status, physical disability, mental disability, medical condition, genetic characteristic or information, military and veteran status, or any other characteristic protected by state or federal law. Occidental is strongly committed to increasing the diversity of the campus community and the curriculum, and to fostering an inclusive, equitable, and just environment within which students, staff, administrators, and faculty thrive. Candidates who can contribute to this goal through their work are encouraged to identify their strengths and experiences in this area. Individuals advancing the College's strategic equity and justice goals and those from groups that are underrepresented in the field are particularly encouraged to apply.

Salary is commensurate with experience and qualifications. A comprehensive benefits package is available that includes excellent health, dental, life, and retirement benefits; tuition benefits for the employee, spouse, domestic partner, and dependents; additional extras including use of gym facilities and the College Library. For a detailed description of benefits, please visit <https://www.oxy.edu/offices-services/humanresources/benefits-information>.

All qualified applicants will be considered for employment, including those with criminal histories, in a manner consistent with the requirements of applicable state and local laws, including the City of Los Angeles' Fair Chance Initiative for Hiring Ordinance.

Occidental College is committed to working with and providing reasonable accommodations to applicants with qualifying disabilities. If you need a reasonable accommodation because of a disability for any part of the application or employment process, please contact Human Resources ([hr@oxy.edu](mailto:hr@oxy.edu)).

As a condition of hire for a staff position and for appointment to a faculty position, Occidental College requires that all candidates who have received a conditional offer of employment complete an application form (if they have not already done so) and consent to a background check. Satisfactory completion of a background check, along with pre-employment verifications and references are required as a condition of employment, but only as permitted by federal, state, and local law, including the City of Los Angeles Fair Chance Initiative for Hiring Ordinance.