



Franklin & Marshall College, founded in 1787, is a highly selective, private, liberal arts college known for academic rigor, opportunities for faculty-student research and its commitment to helping each student reach their full potential. The College enrolls more than 2,300 undergraduate students from throughout the U.S. and around the world.

### **CASE MANAGER**

As the Case Manager, your primary focus is to support students through challenges, connect them to appropriate campus and community resources, and empower them to navigate toward their own solutions and shape their own lives. You'll work collaboratively with the College House Deans, faculty, parents and staff across the institution to develop support plans that provide a seamless student learning experience. Embedded within the core of the Franklin and Marshall experience is a commitment to an educational environment where all students are enabled to thrive academically and personally. To that end, you will support students who are:

- Struggling to navigate the College system, including leaves of absence and returning to the College community.
- Having current or emerging mental, psychosocial or physical health issues including legal issues, financial/changing family situations.
- Experiencing issues adjusting to College academic and social life.

In this non-clinical role, you will coordinate with student services and provide referrals to the appropriate resources at Franklin and Marshall College, the College's partner institutions and the local community. In addition to supporting students, you'll collaborate with faculty, staff, parents, and concerned others any time they are worried about a student's behavior.

Major responsibilities include, but are not limited to, the following:

- Provide ongoing development, monitoring and improvement of a comprehensive student case management program.
- Provide leadership in the coordination of internal and external care and services for individual students of concern.
- Serve as a member of the College's Behavior Intervention Team and support its functions.
- Provide management and oversight of records and files pertaining to students of concern. Ensure that records and data are maintained in accordance with College policies and federal and state regulations.
- Support role-identifying psychosocial issues (financial, international, legal, family) that impact academic performance and identify resources to support student needs.
- Review incoming students of concern and track for potential follow up.
- Provide support and guidance to House Deans and other stakeholders in matters pertaining to case management maintenance and access to records, when appropriate.
- Facilitate the development, review and implementation of policies, procedures and practices with regard to students of concern.

Full-time members of the Franklin & Marshall College professional staff receive competitive starting pay and a comprehensive benefits package that includes health coverage, dental, vision, generous retirement savings plan contributions, education benefits for employees, spouses and dependent children, and enjoy

access to all College facilities including dining venues to suit all tastes, recreation and fitness facilities, and libraries, plus access to College performances, lectures, and events.

**Requirements:**

- Master's degree in counseling, social work, student affairs counseling or related field
- Minimum of three years full-time experience in case management or related student support
- Experience working as a member of a case management support team, preferably in higher education
- Demonstrated knowledge of case management systems, best practices of the field and experience managing response to crisis situations
- Working knowledge of case management software (Maxient, Advocate) and Banner operating system preferred
- Familiarity with mental health terminology and issues commonly encountered among students and the clinical support resources available in a higher education setting
- The ability and willingness to provide excellent service and to work in a collegial manner with students, faculty and staff, and other constituencies is essential.

**Offers of employment are contingent upon the successful completion of reference checks, a criminal background verification, Pennsylvania ACT 153 background clearances, and verification of credentials. The College will coordinate these verifications.**