Job Title: Senior Coordinator, Student Assistance

BCAT Code: 09IU02  Effective Date: April 15, 2011
Pay Grade: G18  FLSA Status: Exempt  Revision Date: July 1, 2013

General Description
Coordinates the Office of the Dean of Students non-emergency critical incident response intervention with students of concern related to threats or harm to self or others, disruptive behavior in a classroom, alcohol or drug abuse, or victimization. Reports directly to the Associate Dean of Students.

Examples of Duties
- Provides victim assistance services, such as assisting students in their preparation for court appearances, and consults with other University departments, such as University Police, Legal Affairs, Health Services, etc., to ensure a comprehensive and coordinated service delivery.
- Develops and implements a systematic tracking system to ensure that case records comply with the appropriate policies and procedures and/or legal mandates.
- Develops and delivers in-service student and staff training in the areas of student and victim assistance services and prevention strategies; provides consultation to faculty and staff on student intervention and victim assistance; develops and provides conflict management training as part of the student judicial sanctioning process.
- Creates and maintains an ongoing assessment plan to measure student learning outcomes, and to ensure institutional effectiveness and relevance of programmatic efforts.
- Collects, analyzes, and reports information to be used for University-level reports or briefings.
- Supervises the Coordinator for Student Assistance, and provides direction and functional supervision to other professional staff, graduate assistants, and student employees as assigned.
- Serves as the primary Assistant Vice President (AVP) Dean of Students designee in capacities, such as student crisis intervention and response; coordinates all aspects of the Hardship Withdrawal Policy for the Office of the Dean of Students; serves on the University Students of Concern Committee.
- Under the direction of the Associate Dean of Students, serves as liaison between the Office of the Dean of Students, faculty, staff and administrators.

Knowledge, Skills and Abilities
- Knowledge of principles and practices related to student affairs administration and judicial affairs.
- Knowledge of computer operations, such as Excel, Word, etc.
- Excellent interpersonal, communication, and organizational skills.
- Ability to handle sensitive and confidential information.
- Ability to solve both common and unusual problems.

Minimum GSU Hiring Standards
Master’s degree in Student Personnel or Higher Education Administration, Counseling, Social Work or Psychology and three years of experience delivering student support services in a higher education setting; or a combination of education and related experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.

Office of Human Resources  Classification Section