**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Student Crisis Response Coordinator

**Job Number:** A-228

**NOC:** 4153

**Band:** 10

**Department:** Student Affairs

**Supervisor Title:** Associate Vice President, Students

**Last Reviewed:** April 12, 2012

**Job Purpose**

Under the general direction of the Associate VP Student Services, the Coordinator takes a leadership role in building the University’s capacity to identify and support students in crisis. The Coordinator works to build and strengthen networks in the University to provide support for students who are in crisis as a result of personal or academic situations.

The Coordinator provides case consultation to staff and faculty with questions or concerns about students in crisis, and provides case coordination and management in situations of high risk or critical incidents. The Coordinator serves as a resource and a role model in strengthening the capacity of all University staff to respond quickly and effectively to students in the early stages of disruptive behaviour and crisis, and provides advice to the senior administration on matters related to student crisis.

The Coordinator develops, implements, and oversees a series of initiatives designed to enhance resources for students in difficulty or crisis, including researching and disseminating appropriate models, relevant strategies and best practices. Using a learning outcomes approach, the Coordinator develops and presents educational events, including workshops and presentations, for staff and faculty on student crisis topics. The Coordinator develops educational materials related to students in crisis to be used institution-wide, including print and web-based materials, and works to ensure that information about students in difficulty is available to faculty and staff.

**Key Activities**

***Support for Individual Students***

1. As a resource for faculty and staff, conducts triage and maintains a caseload of students in crisis who have complex issues, requiring skilled case management and facilitation of appropriate referrals.
2. Facilitates connection to and coordination of campus and community resources for dealing with students in crisis.
3. Works closely with Student Wellness personnel, Residence staff, other members of the university community, as well as with external agencies, to develop a broad network of support for students in crisis.

***Crisis Consultation and Case Management***

1. Provides case consultation to staff working with students in crisis, and acts as a resource for the development of strategies and protocols designed to assist those students.
2. Requests for assistance may be made by academic departments, residences, registrars, student services, and other departments, and generally reflect complex crisis situations that have been resistant to previous attempts at resolution.
3. Works with staff, faculty, University offices, and community agencies to provide interim support, develop effective and sensitive intervention strategies, and ensure that the student has access to appropriate campus and community resources.
4. Provides crisis prevention, consultation in cases where students are demonstrating behaviours known to be aggressive, disruptive or self-harming, and on a wide range of other concerns.
5. Provides case management, community support and debriefing, and follow-up as needed.
6. Collaborates with the staff of the Risk Management Office and works with and provides support to the University’s Threat Assessment Team in responding to critical incidents in relation to students.
7. Provides practical and organizational support to staff and students dealing with localized, smaller-scale incidents that occur on campus.
8. Acts as a key member of the University’s teams for emergency preparedness and crisis response, providing consultation, triage, and referral.

***Education, Communication and Outreach***

1. Provides regular educational events for staff and faculty on issues related to students in crisis, developing and presenting programs and training for residence staff, teaching assistants, and faculty.
2. Compiles informational resources related to students in crisis, as well as campus and community resources.
3. Develops new materials related to students in crisis, and maintains a network for ensuring that information about students in difficulty is available to faculty and staff.
4. Develops crisis-related materials for inclusion in university publications about programs and resources.
5. Develops and maintains ongoing liaisons with key individuals and offices on the three campuses, and attends meetings of related committees and working groups.
6. Represents the university to staff members at related community agencies, such as CAMH and the PRHC.

**Education**

Master’s Degree in Psychology, Education, Social Work, Nursing, or related field.

**Experience Required**

1. Minimum 3 years’ experience in crisis management.
2. Extensive experience with mental health and illness, behavioural issues, anger management and conflict resolution.
3. Experience with students in a university or educational environment, with an emphasis on case management, program development and adult education.
4. Skill in working with university-aged young adults, and individuals in crisis.
5. Extensive knowledge of crisis, trauma and grief.
6. A clear understanding and demonstrated abilities for diplomacy and confidentiality required.
7. Excellent interpersonal and communication skills (verbal and written); ability to deal with students, parents, faculty, and staff.
8. Excellent organizational skills and the required demonstrated ability to take initiative essential.
9. Demonstrated ability to exercise good judgement and to respond appropriately and effectively in stressful situations.
10. Demonstrated skills in, and commitment to, customer service and continuous improvement