

STAFF ASSISTANT - CASE MANAGER @ FITCHBURG STATE UNIVERSITY

About Fitchburg State University:

Fitchburg State University, located in Fitchburg, Massachusetts, is a public institution dedicated to integrating high-quality professional programs with strong liberal arts and sciences studies. Founded in 1894, the university now has more than 30 undergraduate programs and 22 master's degree programs, and 7,000 full- and part-time students. We invite you to learn more about us and how we can help you achieve your educational goals.

Institutional Diversity and Social Justice

Fitchburg State University embraces a commitment to diversity, inclusion, belonging and social justice. We encourage individuals from historically underrepresented groups to apply and also those who can contribute to diversity, inclusion and equal opportunity in higher education through their teaching, research and mentorship.

Job Description:

GENERAL STATEMENT OF DUTIES: The Case Manager provides non-clinical support within the CARE and Case Management Office, under the direction of the Director of CARE & Case Management. The Case Manager provides goal-oriented and strengths-based assessment, intervention, and coordination of services to students experiencing academic, personal, or medical difficulties, to assist them in removing barriers to success and to enhance their holistic well-being. The Case Manager is a key resource in making referrals to, participating in, and delivering interventions from Fitchburg State's Community Assessment and Risk Evaluation (CARE) Team. The Case Manager provides institutional response to students experiencing varying levels of distress and connects students with the most appropriate resources.

DUTIES & RESPONSIBILITIES:

1. Under the direction of the Director of CARE and Case Management, this position manages a caseload of students experiencing situational stressors or academic, behavioral, financial, personal and medical challenges.
2. Schedules appointments with students referred to the CARE Team / Case Management. Conducts intake appointments to assess risk and holistic needs, coordinates action plans, refers to resources (on and off campus), and provides non-clinical support with ongoing follow-up.
3. Maintains confidentiality and discretion with sensitive student information, while navigating interpersonal relationships with empathy, a focus on fostering self-advocacy, and the holistic development of the student.
4. Attends CARE Team Meetings as a regular member, engaging in team discussion and risk assessment; delivering interventions recommended by the team.
5. Communicates and collaborates, as appropriate, with referral sources, faculty, staff, campus partners and resources, external agencies, treatment providers, family members and emergency contacts.
6. Serves as an advocate for students, by assisting with administrative and academic processes, and coordinating with faculty and resources as appropriate.
7. Maintains high level user access in the Maxient record-keeping database, documenting student case information, reporting students of concern for the CARE Team, and gathering data.
8. Assists in supporting administrative processes as needed, including, but not limited to; Withdrawal Requests, Leaves of Absence, Readmission Requests, Dean's Probation Contracts, SAP Appeals, Academic Standing and Emergency Funding Requests.
9. Builds partnerships across campus and community constituencies to research and expand upon existing resources that students may be referred to for a variety of needs and concerns.
10. Supports outreach efforts and raising awareness for Case Management and the CARE Team; developing and delivering presentations and training programs to institutional offices, campus partners and serving as a representative at campus events.
11. Assists the Director with logistics, documentation, preparation, and training for the CARE Team.
12. May serve as a student conduct officer and investigates and/or hears cases as necessary for students not on the Case Manager's caseload.
13. May serve as an administrative investigator under the Title IX and EO Plan, investigating cases as assigned.
14. Offers support with walk-in appointments, phone-calls, responding to emails and covering the office as needed for students not on the Case Manager's caseload.
15. Assists the Director and Dean of Students in policy, procedure, process and protocol reviews, as they pertain to CARE and Case Management.
16. Supports projects, initiatives, and other duties as assigned by the Director or Dean of Students.
17. Serves on selected department, division, and University committees.

Category: Professional

Department: Student Affairs

Locations: Fitchburg, MA

Posted: Mar 12, 2025

Closes: Apr 4, 2025 - 11:59 PM EDT

Type: Full Time

Position ID: 186309



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Requirements:

QUALIFICATIONS:

1. Prior experience providing support to individuals in crisis and addressing complex issues.
2. Knowledge and experience working collaboratively with partners in a case management or human services setting.
3. Ability to maintain a sense of empathy, fairness, and good judgement in emotionally charged situations.
4. Strong confidentiality skills.
5. Commitment to, and understanding of, students from diverse backgrounds.
6. Must be able to satisfactorily pass a check conducted by the Criminal History Systems Board (CORI check) Sexual Offender Registry Information (SORI); a background check satisfactory to the university.

PREFERRED QUALIFICATIONS:

1. Master's degree in student affairs, student development, mental-health / human services related field, or other related degree
2. At least 2 years in an academic environment or equivalent education/training in a human services field.
3. Working knowledge of mental health, student development, Behavioral Intervention Team (BIT) best practices, higher education law, FERPA, and electronic record-keeping systems
4. Prior experience with Maxient or other related case management software.
5. Professional experience and/or certification(s) through the National Association for Behavior Intervention and Threat Assessment (NABITA) in case management and behavior intervention team standards and best practices.

Additional Information:

Shift Information: Full-Time, Monday - Friday (8:00-5:00pm).

Deadline for applications: 4/4/25

This is a full-time, benefited, exempt, professional APA position, Monday - Friday 8:00 a.m. - 5:00 p.m. The annual salary range for this position is \$55,000 - \$60,000 commensurate with education and experience.

Fitchburg State University offers a competitive benefits package that includes:

- 9 different pre-taxed, health insurance plan options
- a pension or 401(a), and supplemental plan retirement options
- life insurance up to 8x the annual salary
- long-term disability coverage
- dental insurance
- 20 vacation days accrued per year
- 15 sick days accrued per year
- 5 personal days per year
- paid holidays
- tuition remission for self, spouse, and dependent children and more...

Fitchburg State University strongly recommends that all employees are vaccinated against COVID-19 before they begin employment.

Fitchburg State University is an equal opportunity/Affirmative Action Employer. Members of traditionally underrepresented groups are strongly encouraged to apply.

Application Instructions:

Interested candidates should submit a cover letter, resume and the names of three professional references.

Please click [CONTACT US](#) if you need assistance applying through this website.

Please [click here](#) to login to check/edit your profile or to upload additional documents.

DIRECT LINK: <https://fitchburg.interviewexchange.com/jobofferdetails.jsp?JOBID=186309>

