

Student Case Management and Intervention Services

Direct Service Coordinator position

Need: 2 staff members, 10 to 40 hours per week

Duration: Fall 2020 and possibly Spring 2021

The Direct Service Coordinator Team members report to the Director, Student Case Management and Intervention Services and is part of a multi-disciplinary team that provides direct service to students via crisis intervention services and case management. The Direct Service Provider helps connect students to a variety of resources to support basic needs. The Direct Service coordinator team will receive training from the Director, Student Case Management and Intervention Services to prepare them for this role.

Responsibilities of Direct Provider coordinator team members.

- Answer incoming office phone calls.
- Coordinates direct service for students with low level acuity and non-clinical needs by connecting them with resources related to food security, financial distress, academic resources, emergency housing and social supports.
- Conducts initial screenings and assessments to determine student's needs and draft a recommend action plan to review with case manager.
- Collaborates with on and off campus providers to support student access to basic needs. Examples include; Bread Coffee House, transportation services, Res Life, financial aid, Eagle Food Co-Op, GA Department of Human Services, community food banks
- Educate students about accessing on campus resources to engage in social and emotional supports. Examples include but not limited to: Belonging & Community Justice, Recreation & Wellness, student organizations-SILT etc.
- Utilizes established documentation system to record referrals and follow up support (i.e. Advocate).
- Coordinate individual book scholarships with Emory Bookstore for textbooks using appropriate textbook budget.
- Track textbook stipends spreadsheet to log department spending. Submit weekly reports to provide budget updates.
- Maintain confidentiality while handling sensitive information regarding student cases

Assignment Contact

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