



Position Description: Student Resource and Support Manager

Organizational Summary: The Emily Krzyzewski Center is a non-profit organization that serves as a college access hub in Durham, North Carolina. The Center partners with academically-focused students from backgrounds that are traditionally under-represented in higher education to assist them with identifying and pursuing their educational goals through its enrollment based programs (Pioneer Scholars, Scholars to College and Scholars on Campus), while also offering postsecondary information and advising support to local high school students through its open-access program, *Game Plan: College*. Through broader facility partnerships, thousands of additional students and community members use the Center as a place to convene, learn, and grow. Founded by Duke Men's Basketball Coach Mike Krzyzewski and named in honor of his mother Emily, the Center's mission is to inspire students to dream big, act with character and purpose, and reach their potential as leaders in the community.

Job Title: Student Resource and Support Manager

Job Goal: Reporting to the Chief Program Officer, the Student Resource and Support Manager serves as a vital resource for students in the Center's three enrollment-based programs by addressing challenges impacting students' wellness and progress that fall outside the scope of existing programmatic supports and strategies. The primary objectives of this role are as follows: 1) provide support and assistance to students experiencing challenges to their psychological wellness, either directly through brief targeted supports for low-level concerns, or indirectly by connecting students to community-based resources, and monitoring students' progress; 2) in collaboration with program directors, develop and deliver curriculum-based activities designed to build the socioemotional skills necessary for academic achievement and holistic wellness and success; and 3) cultivate community partnerships that support the overall goals and objectives of Emily K Center programming.

Qualifications:

- Minimum BSW from CSWE-accredited undergraduate institution. MSW strongly preferred.
- Minimum of two years of experience in public social service, school social work, or a similar or related field
- Must have experience working with culturally diverse children and youth (elementary through college age) populations and families from economically disadvantaged backgrounds
- Demonstrated success managing cases requiring supported and responsible connection to a diversity of community-based resources and service providers
- Extensive knowledge of or experience with Durham's community based social services and mental health agencies and networks
- Evidence of ability to build rapport and sustain positive relationships with children and youth
- Demonstrated ability to develop and deliver curriculum-based classes, activities and workshops with specific objectives, and ability to gauge effectiveness and measure learning gains
- Must be familiar with all laws, policies and best practices regarding data privacy, protection of student information, and child safeguarding
- Excellent organizational, communication, and information management skills
- Local travel required for school- and community-based service delivery
- Spanish proficiency preferred

Primary Responsibilities:

Student Support

- Assess student needs and develop and monitor a strategy for addressing identified barriers and needs based on best practices and through coordination with community-based service providers
- Serve as first point of contact in responding to student crises with the goal of responsibly connecting students and families to the appropriate community-based resources
- Provide 1:1 check-ins with students encountering barriers to academic or personal development that fall below the threshold of serious clinical concerns; provide appropriate updates to program staff as to student progress or needs
- Provide opportunities for small-group meetings to discuss and plan around special topics or issues of concern to students

Program Support

- Develop and integrate socio-emotional skill building into Emily K Center's programming in collaboration and coordination with program directors
- Provide training and support to program staff on issues related to student mental health and well being, trauma informed practice, restorative practices and related student-centered skills and approaches
- Develop and deliver curriculum-based activities such as workshops and classes for students enrolled in the Center's programs, and for the parents of these students when appropriate or feasible
- Periodically update staff on emerging issues and best practices in community-based social work and case management as it relates to the execution of their roles in serving students and families
- Participate in specially developed initiatives or community-building strategies as needed or requested by students or program staff

Community Partnerships

- Identify community-based resources and programs that support the overall goals and objectives of Emily K Center programming
- Collaborate with program leaders and community partners to facilitate effective partnerships
- Identify community-based agencies and supports to meet identified needs for students and families
- Represent the Center as appropriate at external meetings and events

Administrative / Planning

- Prepare quarterly reports detailing service to students and families, progress notes, client needs, referrals to community-based agencies, and socioemotional skill-building activities delivered to students and families
- Attend planning meetings with program leaders as needed to develop and/or evaluate the effectiveness of programmatic activities
- Complete required timekeeping and other administrative requirements

Terms of Employment: Part-time position, averaging 20 hours per week. Competitive pay, commensurate with experience and qualifications. Flexible schedule to be collaboratively developed to align with core programming needs, which include afternoons and evenings during the week. Attendance at occasional Saturday programming required.

Evaluation: Performance of this job will be evaluated annually.

To apply: Submit one document that includes your resumé and cover letter outlining your qualifications and interests to the attention of Dr. Valerie Anderson at jobs@emilyk.org with position title in the subject line. Applications will be reviewed on a rolling basis with preference given to applications received by November 18, 2020. For more information visit www.emilyk.org.