

Assistant Dean of Students, Case Manager  
SUNY Oswego

Direct Link: <https://www.AcademicKeys.com/r?job=252510>

Downloaded On: Apr. 13, 2025 3:44am

Posted Jan. 31, 2025, set to expire May 28, 2025

<b>Job Title</b>	Assistant Dean of Students, Case Manager
<b>Department</b>	Office of the Dean of Students
<b>Institution</b>	SUNY Oswego Oswego, New York
<b>Date Posted</b>	Jan. 31, 2025
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Associate/Assistant Dean
<b>Academic Field(s)</b>	Student Affairs
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**Job Description**

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**Assistant Dean of Students, Case Manager**

SUNY Oswego's Office of the Dean of Students (ODS) champions the student experience, ensures student success, and offers dynamic student engagement opportunities that ensure an inclusive, healthy, and safe learning environment for all students. Our team advocates for students as they navigate personal and educational challenges and responds to the emerging needs of our diverse students. The ODS supports a holistic network of care and cultivates collaborative partnerships to forward campus-wide efforts that integrate academic and student life; seeks to ensure that sufficient support networks for all students exist; engage with students in their campus communities; and support the implementation of a campus-wide focus on well-being.

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The Office of the Dean of Students at the State University of New York at Oswego invites applications to fill a full time Assistant Dean of Students - Case Manager.

**Posting Date:** January 28, 2025

**Review Date:** Review of applications will begin immediately and will continue until the position is filled.

**Compensation:** Minimum salary \$60,000 (SL-3) commensurate with experience plus full New York State benefits package.

**Benefit Information:** The State University of New York provides an excellent benefit package. This is a United University Professions (UUP) position. [Click here](#) for more information on benefits for full-time United University Professions (UUP) professional staff.

**Date of Appointment:** As soon as possible

**Description of Responsibilities:**

Reporting to the Associate Dean of Students, the Assistant Dean of Students Case Manager serves as a resource, advocate, and liaison for a diverse population of students and works with a wide variety of student issues. This position provides case management for all students including undergraduate, graduate, online and Syracuse Campus students experiencing significant difficulties that impact their ability to successfully function at the University. This individual assists students in navigating campus and community services; plans and provides a variety of interventions, referrals, and follow-up services; serves as a resource to University colleagues; and helps to provide quality integrated support for students.

The Assistant Dean of Students Case Manager plays an integral role in promoting an increase in learning, persistence, and graduation by holistically addressing students' college experiences. As such, this person provides individualized outreach to students based on identified risk factors including academic, financial, and social and assists them in developing realistic goals that will contribute to academic and personal success in college. This individual builds and maintains professional relationships with students that foster developmental conversations, performs proactive and reactive communication, and motivates students to achieve educational and personal goals. The case manager will actively engage with and assist key faculty and administrators across divisions to connect students to relevant university resources, and coordinate with those offices to advocate on the student's behalf, when necessary. This position coordinates care, interventions, and social support with appropriate referrals and follow-up services within a broad network of campus and community resources. In

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collaboration with Student Affairs and other campus staff, this position provides a safe, welcoming, accessible, and affirming environment for all SUNY Oswego students.

### **Key duties and responsibilities:**

- Provide case management functions within the Office of the Dean of Students that respond to the needs of students encountering disruptions due to personal or academic challenges, including medical leave of absence, general leaves and withdrawals, injury or illness, student emergency fund applications, child care needs and housing insecurity/homelessness.
- Assist students in resolution of urgent and non-urgent needs. Make contact with appropriate resources to connect students to services/departments. Provide follow up as needed. Manage documentation of interventions and support provided.
- Assist in meeting with students and distributing emergency funds to students experiencing financial emergency.
- In role as the Homeless Liaison for the campus, serve as a touch point for students who are unhoused or experiencing housing insecurity, connect them with available resources, and follow them to ensure they are on track with their academics.
- Assess and identify issues and barriers individuals who are unhoused are encountering and advocate for resources, policies and procedures that support unhoused students including partnering with local organizations, accessing on-campus services and finding external resources.
- Institute best practices to identify students experiencing housing insecurity or homelessness and ensure that they have information about financial aid, support services, health services, housing resources offered by the college and external housing, and other community-based resources, including public benefits.
- Ensure homeless students are aware of their rights and protections, including eligibility as independent students for financial aid.
- Liaise with K-12 McKinney-Vento liaisons to identify incoming students who are experiencing or have experienced homelessness, and assist with a successful transition to higher education.
- Support departmental assessment and planning and use assessment data to inform programs, practice and protocols, for continuous improvement.
- Report requested data regarding de-identified information about homelessness and housing insecurity.
- Supervise Graduate Assistant and/or undergraduate students to engage them in work related to outreach, assessment, supportive education and services.
- Provide referrals and maintain an accurate directory of campus and community resources available to students (including Oz Concern Navigator). Review resources on a regular basis and revise or enhance information provided.
- Build and maintain positive collaborative relationships with University staff and outside agencies

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to provide care coordination and support through advocacy and referrals. Serve as liaison and consultant to faculty, staff, and students as it relates to supporting the diverse needs of student wellbeing through a diversity and inclusion framework that ensures equity and access for all students, especially marginalized groups of students.

- Outreach to campus through orientations, departmental meetings, student organizations, etc. to inform members of the campus community on how to identify students who might be struggling with housing insecurity and connect them to the homeless liaison, interventions and referral processes.
- Support the campus food, clothing and toiletry pantry, SHOP (Students Helping Oz Peers) and participate in the SHOP Advisory Board.
- Interpret University policy regarding students and make recommendations when policy changes are needed.
- Collaborate within the Division and in conjunction with campus partners to develop programming and services to respond to the needs of all student populations and support an inclusive and welcoming university community.
- Participate in professional development opportunities.
- Participate in Departmental, Divisional and Institutional committee work as assigned.

SUNY Oswego works continuously to create an inclusive environment which respects, embraces, and promotes cultural safety, belonging, civil discourse, cultural humility, and other values and goals outlined in SUNY Oswego's [Strategic Diversity and Inclusion Plan](#). As such, the incumbent is expected to contribute to these efforts and possess communication and interpersonal skills necessary to engage effectively with an increasingly diverse community of students and colleagues.

Job Requirements:

### **Required Qualifications:**

- Master's Degree in education, counseling, social work, public health, or a related field.
- 3 years of experience in Higher Education or related field.
- Demonstrated commitment to serving students through care and compassion to support student success.
- Demonstrated ability to work with persons of diverse social, cultural, economic, and international backgrounds in support of student services, wellbeing and learning.
- Capacity to multitask and prioritize tasks to accommodate the immediate needs of the student. Ability to effectively communicate with various stakeholders from students to campus leaders in the support, promotion, and advocacy of student wellbeing.
- Must have the ability to troubleshoot and exercise sound judgment and confidentiality; interact

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professionally with others using tact and discretion.

**Preferred Qualifications:**

- Two or more years of full-time case management experience in a higher education setting, including direct service to students.
- Progressive leadership experience including supervision of graduate and undergraduate students. Experience overseeing programs and services designed to support unhoused or housing insecure students.

At SUNY Oswego we value the diversity found in each member of our campus community and strive to create a community where that diversity is embraced and enhanced. Recognizing the strength of diversity, our mission is to foster an environment which respects, embraces and promotes cultural competence, civil discourse and active engagement in developing an inclusive and vibrant community of scholars who act as transformational agents of change and responsible citizens of the world. For more information see SUNY Oswego's [Strategic Diversity and Inclusion Plan](#).

As a candidate seeking consideration you are asked to submit a separate statement specifically addressing how your commitment to diversity, equity and inclusion has been evidenced in your career experience and professional activity, and/or community service (volunteer work, etc.), and/or professional development. (Please see Application Instructions)

**Additional Information:**

Oswego is committed to enhancing its diversity. SUNY Oswego is an Affirmative Action/Equal Opportunity Employer and is actively engaged in recruiting, supporting, and fostering a diverse community of outstanding faculty, staff and students. We encourage applications from qualified applicants regardless of race, color, national origin, religion, creed, age, disability, sex, gender identity or expression, sexual orientation, familial status, pregnancy, predisposing genetic characteristics, military status, domestic violence victim SUNY status, or criminal conviction. Please [click here](#) to see our full non-discrimination policy.

In accordance with USCIS regulations, successful applicants must be legally able to work in the United States per the Immigration Reform and Control Act of 1986.

Requests for reasonable accommodations of a disability during the application and/or interview process should be made to the Human Resources Office by calling 315-312-2230 or emailing [hr@oswego.edu](mailto:hr@oswego.edu)

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For Campus Safety information, please [click here](#) to see the Annual Security and Fire Report (Clery).

SUNY Oswego is a smoke free/tobacco/e-cigarette free campus. [Click here](#) for further policy details, including education and cessation resources.

Pursuant to Executive Order 161, no State entity, as defined by the Executive Order, is permitted to ask, or mandate, in any form, that an applicant for employment provide his or her current compensation, or any prior compensation history, until such time as the applicant is extended a conditional offer of employment with compensation. If such information has been requested from you before such time, please contact the Office of Employee Relations at (518) 474-6988 or via email at [info@oer.ny.gov](mailto:info@oer.ny.gov).

**Search Chair:**

Corie Kohlbach, Search Chair at [corie.kohlbach@oswego.edu](mailto:corie.kohlbach@oswego.edu)

Visa sponsorship not available for this position

To apply, visit <http://oswego.interviewexchange.com/jobofferdetails.jsp?JOBID=185029>

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**Contact Information**

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

**Contact**

Office of the Dean of Students



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