

College of the Redwoods	Position Description
Position: Manager, Student Wellness, Advocacy, and Support	Position Number:
Department: Student Services	FLSA: Exempt
Reports to: Dean of Students	Salary Grade: 125

Summary

Under the direction of the Dean of Students and in close strategic alignment with the Chief Student Services Officer (CSSO), the Manager of Student Wellness, Advocacy and Support is responsible for the comprehensive planning, managing, and coordination of the District's basic needs, student wellness, and student advocacy resources initiatives. The Manager oversees the Basic Needs Center and wellness programs, while also serving as the primary point of contact for student conduct, student Title IX cases, and student behavioral concerns. Performs activities related to mental health and wellness promotion, and student engagement through Behavior Intervention, Conduct, Title IX, and student grievances. Supervises and evaluates the performance of assigned staff. Supports a climate of collegiality, innovation, and improved services to students. Works with faculty, staff, and other managers district-wide to implement the Education Master Plan and ensure equitable student success. Assures compliance with State and Federal requirements in assigned program areas.

Essential Duties and Responsibilities

- In support of the College Mission, this position puts student success first by ensuring that student learning, advancement, and access are pivotal in all duties and responsibilities.
- Oversees the development of resources, programs, events, and services to support student wellness, including basic needs services, emergency housing, food, and psychosocial needs.
- Oversees the operations of the Basic Needs Center and the distribution of resources (food, housing, transportation), including food pantry efforts, coordination of staff, student workers, and volunteers. Manages wellness initiatives and mental health promotion activities to support the holistic wellbeing of the student body.
- Serves as a core member and coordinator for the Behavioral Intervention Team (BIT). Responds to "red flag" reports regarding students in distress, performs non-clinical case management, and coordinates with campus and community resources to mitigate risks.
- Acts as the Deputy Title IX Coordinator for student-related cases. Manages intakes, provides students with information on their rights and options, implements interim measures (such as no-contact orders), and assists in the formal investigation and resolution process.

- Manages the formal intake, routing, and record keeping of the student discipline process. This includes support to the Dean of Students investigating reports of misconduct, coordinating meeting with students to review policies, recording sanctions or restorative outcomes, and documenting formal student grievances or complaints.
- Responsible for the District's primary case management system. Ensures all records for conduct, BIT, and Title IX are maintained with high accuracy, confidentiality, and in compliance with FERPA.
- Acts as a primary advocate for students navigating complex institutional barriers. Provides immediate support and referral for students in crisis, ensuring they are connected to both on-campus services and community-based partners.
- Plans, organizes, and coordinates activities and services of basic needs program area/center; coordinates with other district student services and support leads, departments, and programs to connect at-risk and in-need students to available services, to improve services, and continually build new partnerships of support.
- Establishes local and regional collaborative relationships and partnerships with business entities, wellness agencies, community organizations and non-profits, and local educational agencies in support of student wellness and basic needs.
- Maintains a directory of crisis and long-term support services for staff and students to reference, including mental and/or physical health services on and off campus, emergency or long-term housing solutions, financial assistance, and related resources offered by community organizations, county/city agencies, and the District.
- Develops and delivers outreach and training to faculty, staff, and students regarding the Student Code of Conduct, Title IX rights, and how to report students of concern.
- Plans, organizes, schedules, and conducts orientations, workshops, seminars, class presentations, meetings, and other activities related to basic needs program, wellness and wellbeing support; plans joint events and participates in planning and implementation meetings with other college and District departments and programs, and business and community representatives; arranges and confirms speakers; reserves facilities and make other necessary arrangements.
- Monitors budgets related to wellness and basic needs; ensures compliance with state and federal grant requirements and reporting deadlines.
- Directly supervises professional staff and student workers assigned to the basic needs, wellness and support areas.
- Supports a climate that promotes cultural competence and mutual respect.
- Promotes a collegial atmosphere within Student Services and throughout the District.
- Performs other duties as assigned.

Qualifications

Knowledge and Skills

- The philosophy and mission of the California Community College and the role of student services in fulfilling that mission.
- Ability to write clear, investigative reports and deliver presentations to diverse campus groups.
- Skill in tracking complex cases over time and ensuring follow-through on interventions.
- Working knowledge of Title IX, the Clery Act, FERPA, and California Education Code sections related to student rights and discipline.
- Strong ability to handle sensitive, high-stress situations with neutrality, empathy, and professional judgment.
- Proven ability to work across departments (Campus Security, Counseling, Faculty) to resolve student issues.
- Principles of management and leading staff and student workers.
- Cultural competence.
- Student and program learning outcomes and assessment of those outcomes for systematic and continuous quality improvement.
- Local cultures and community resources.

Abilities

- Maintain effective working relationships with students, faculty, administrators, staff, and the public.
- Create an environment conducive to the development of instructional and service innovations.
- Demonstrate commitment to participatory approaches to governance.
- Exercise group leadership skills and emphasize collaboration, consensus building, conflict resolution, and problem solving.
- Contribute to the student services leadership council.
- Interpret, apply, and comply with regulatory requirements.
- Manage, coordinate, and evaluate the work of others.
- Plan and manage budgets.
- Communicate effectively both orally and in writing.
- Establish and maintain good community relations and deliver effective public presentation.

Physical Abilities

- Requires the ability to sit or stand for extended periods and move across campus locations.
- Requires sufficient dexterity to operate standard office equipment and computers.
- Requires the ability to communicate effectively in person, via Zoom, and in writing.
- May occasionally lift/carry up to 20 pounds (e.g., pantry supplies/event materials).

Education and Experience

Minimum: A Bachelor's degree in Higher Education, Social Work, Psychology, Criminal Justice, or a related field, and four (4) years of experience in student services, student conduct, or social service management.

Preferred: A Master's degree in a related field. Experience with case management software and formal Title IX or BIT training (e.g., ATIXA or NABITA) is highly desirable.

Licenses and Certificates

- Valid California Driver's License.
- Title IX Coordinator/Investigator certification (must be obtained within six months of hire; provided by District).
- Behavioral Intervention/Case Management certification (must be obtained within six months of hire; provided by District).