

**Duke University
Division of Student Affairs
Position Description**

Official Job Title: Counselor
Job Family/Level/Code: 17/11/1119
Department: DukeReach, Office of the Dean of Students
Supervisor: Associate Dean of Students and Director, DukeReach
Position Status: Full-time, Exempt, Regular
Staff Supervision: None
Schedule Note: Occasional night and weekend work required

Scope of Responsibilities:

Manage daily operations relevant to DukeReach services and related data systems. Serve as initial triage and central point of contact for all incoming student concerns, including via phone, email, and walk-in. Perform student outreach and make case assignments for follow-up per office protocol. Manage sensitive and confidential data regarding students of concern, including reporting responsibilities to assist affiliated offices. Functional responsibility for data integrity as well as creating reports from the student case management system. Provide presentations and plan and administer outreach programming. Manage marketing efforts to promote awareness of DukeReach.

Specific Duties:

<p>1. Serve as the primary point of contact for DukeReach during the business day and assist in resolution of urgent and non-urgent student situations and needs identified in person, over the phone or from electronic sources including, but not limited to, walk-in students or parents, telephone calls, and DukeReach email reports. Meet with walk-in students to triage issues and resolve student concerns as appropriate or schedule with assigned case manager for further follow-up. Triage telephone and email reports by identifying and making contact with appropriate staff for follow-up. Respond to dukereach@duke.edu enquiries by creating database entries (e.g., Care Reports, Care Actions, Care Action Plans and/or Incident Reports). Provide supportive outreach to students to introduce DukeReach support resources and provide appropriate university referrals. Direct further follow-up as needed to case managers and/or request follow-up from individuals outside DukeReach (e.g., Housing staff, academic deans).</p>	<p>25%</p>
<p>2. Review Incident Reports, DUPD reports and EMS reports for students of concern, document, and request follow-up as needed. Identify individuals who may benefit from CARE follow-up, create documentation, and request follow-up or provide outreach as appropriate. Contact all victims of crime identified by reports to offer support and assistance. Refer</p>	<p>20%</p>

students and families to appropriate staff in DukeReach to provide ongoing assistance as needed. Follow protocols regarding handling of confidential and highly sensitive student data and information.	
3. Provide database management to insure data integrity of the DukeReach system. Serve as the department's functional expert for the student case management system. Serve as primary liaison with the Student Affairs ITS office and the system vendor. Develop and implement training modules as necessary for staff.	15%
4. Develop and deliver DukeReach trainings on recognizing and responding to students in distress and/or other DukeReach topic areas to university departments. Coordinate DukeReach marketing and communications plans. Create and revise print and web-based marketing and educational materials. Liaise with University departments (academic, Student Affairs, etc.) to promote DukeReach. Assist with preparation and delivery of presentations to faculty, staff and students.	15%
5. Prepare reports and generate working lists for DukeReach case management meetings to coordinate support with other campus offices. Review reports received for DukeReach staff; check and compare with source documents and bring significant items, changes, errors, or omissions to the attention of the appropriate DukeReach staff member.	10%
6. Oversee financial processes for the office. Serve on department, Division or university committees as requested and perform other duties and tasks as assigned by supervisor.	10%
7. Assist in implementation of the annual assessment plan by compiling, analyzing and summarizing DukeReach data for annual, bi-annual, and quarterly reports. Develop report templates and distribute regular and ad hoc reports for internal use and campus offices as requested.	5%

Minimum Qualifications

- A Master's degree in education, counseling, social work, public health or a related field and one year of previous relevant experience working in a college/university environment. Direct experience with handling sensitive information, familiarity with mental health issues, ability to work effectively in a team environment and with complex systems.

Specific Skills and Competencies

- Excellent written, verbal, and interpersonal skills, including a friendly, professional interaction style is required. Excellent customer service skills.
- Demonstrated effectiveness in working within team environments.
- Skills relevant to achieving successful relationships with students, parents, faculty, and other staff.
- Excellent organizational skills, including ability to multitask and prioritize, are needed.

- Maturity and good judgment/decision making are essential to the position particularly in relation to handling crisis related calls and confidential materials.
- Fluency with office productivity applications, database management, and web tools.
- Experience with data analysis protocols and techniques.
- Knowledge and understanding of university, medical and student privacy regulations and ability to appropriately maintain that information.