



## JOB DESCRIPTION

*We at Kwantlen Polytechnic University respectfully acknowledge that we live, work and study in a region that overlaps with the unceded traditional and ancestral First Nations territories of the Musqueam, Katzie, Semiahmoo, Tsawwassen, Qayqayt, and Kwikwetlem, and with the lands of the Kwantlen First Nation, which gifted its name to this university.*

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**POSITION TITLE:** Student Rights and Responsibilities Case Manager

**DEPARTMENT:** Student Rights and Responsibilities

**DATE CREATED:** 2009

**DIVISION/FACULTY:** Student Affairs

**DATE REVISED:** September 2024

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### ORGANIZATIONAL STRUCTURE

This role reports to the Director, Student Rights and Responsibilities.

### PRIMARY FUNCTION

The Student Rights and Responsibilities Case Manager works within the Student Rights and Responsibilities Office (SRRO) to investigate and manage complex student cases on behalf of KPU for students involved in incidents of student conduct (non-academic); sexual violence and misconduct; and, behaviour intervention-related incidents. They also coordinate the development, execution, and oversight of high-quality, accessible, equitable, and inclusive education and prevention strategies that promote a community of care and respect consistent with KPU's student conduct (non-academic) and sexual violence and misconduct policies.

### KEY RESPONSIBILITIES

1. Investigates cases of student conduct (non-academic) and sexual violence and misconduct involving the management of relevant highly confidential and sensitive personal information while considering student wellbeing and any risks to the University.
2. Carries out the activities of a Student Rights and Responsibilities program that is grounded in student development theory and restorative justice practices and based on a foundation of procedural fairness and natural justice; and, the University's commitment to Indigenization, and equity, diversity and inclusion.
3. Facilitates communication between key parties to address and resolve student issues, providing guidance, support and coaching to faculty and staff working with students in distress and on student issues referred to the SRRO.
4. Meets with students to determine the nature and scope of their concerns, facilitates informal and alternative dispute resolution, conducts interviews, advises on related KPU policies and procedures, and assists in navigating KPU systems and accessing campus and community resources and services, referring as appropriate.



5. Performs non-clinical suicide assessments and initial violence risk and threat assessment triages, referring to the Director and emergency services as appropriate.
6. Serves as a key member of KPU's Behaviour Intervention Team (BIT), assessing referrals of behaviour intervention-related incidents and mental health concerns and executing recommended actions of the BIT.
7. Serves as a designated backup representative on KPU's Threat Assessment Team; and, participating in other committees and working groups as required.
8. Manages KPU's student conduct (non-academic) process, recommends sanctions as appropriate, and monitors assigned sanctions.
9. Provides support and guidance for students impacted by sexual assault/sexual violence, intimate partner/relationship violence, and stalking.
10. Triage incident reports, intervening as appropriate to address student concerns and issues promptly, including de-escalation and crisis intervention.
11. Creates and facilitates resources, workshops, and other educational opportunities to support the KPU community in understanding student conduct (non-academic), student rights and responsibilities, sexual violence and misconduct, and students displaying behaviours of concern.
12. Interprets KPU policy, acting as a campus resource on student rights and responsibilities and student-related policies, and reviews and assists with revising related policies and procedures.
13. Advises the KPU community on developing and implementing interventions that reduce policy violations and meet the needs of students.
14. Works with the Director, Student Rights and Responsibilities in support and execution of SRRO's mission and Service Plan, identifying and recommending process improvements.
15. Supports the development, maintenance and improvement of SRRO webpages, social media, and marketing materials.
16. Engages in ongoing professional development and required workshops, seminars, and training in SRRO-specific knowledge areas.
17. Establishes a high personal standard of service and performance by actively participating in other duties as assigned, education seminars, training programs, etc.
18. Contributes to and promotes a safe, equitable, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.



## **QUALIFICATIONS**

### **EDUCATION & EXPERIENCE**

- An undergraduate degree in a related field such as Education, Educational Psychology, Psychology, Social Work, or Counselling. Post baccalaureate courses and/or training in Counselling skills is an asset;
- At least 3 years of experience with case management, student conduct, resident life and/or crisis centre or crisis line. Experience in a post-secondary institution is an asset;
- Or an equivalent combination of education, training and experience.

### **KNOWLEDGE, SKILLS and ABILITIES**

- Understanding of and experience using victim/survivor-centred and trauma-informed approaches in working with all individuals, especially those affected by sexual misconduct and violence.
- Demonstrated ability to exercise diplomacy, professionalism, and tact in sensitive situations.
- Knowledge of and commitment to equity, diversity and inclusion.
- Demonstrated knowledge of student development theory, student support programs and services, and personal and systemic barriers that impact student success and access to support services.
- Experience with student conduct processes within a post-secondary environment including informal resolution, conducting investigations, writing investigative reports, and managing assigned sanctions guided by procedural fairness.
- Demonstrated knowledge of critical incident interventions and risk and threat assessment.
- Demonstrated ability to support individuals in distress/crisis.
- Ability to resolve conflict through alternate forms of dispute resolution such as mediation; informed by restorative justice and restorative practices.
- Experience in conducting interviews.
- Demonstrated skill in coaching through complex ideas and creative solutions.
- Ability to establish and maintain effective working relationships with all constituents and to work effectively and collaboratively in a team.
- Effective oral and written communication skills with an ability to communicate patiently and productively with a diverse range of people and situations.
- Demonstrated ability to set priorities and meet time-sensitive and tight deadlines with exceptional organizational skills.
- Demonstrated ability to maintain the strictest levels of confidentiality while exercising sound judgment and maintaining ethical standards.
- Knowledge of relevant legislation impacting the SRRO such as the University Act, Bill 23, FIPPA/FOIPPA, human rights, and the duty to accommodate.
- Demonstrated skill in word processing, spreadsheets, databases, and student information systems.
- Able to work flexible hours to meet needs that may arise outside of traditional work hours.



- Ability to travel between campuses is required. Possession of a valid driver's license and access to a vehicle is preferred.

#### COMPETENCIES

- **People First:** KPU employees involve, appreciate, value and respect the KPU community members they serve (i.e., students, employees, external stakeholders, etc.) creating a culture of high engagement and performance.
- **Accountability:** KPU employees demonstrate fiscal accountability and take ownership for their actions, decisions and results.
- **Continuous Improvement:** KPU employees take a creative approach to opportunities, exploring unique ways to create optimal value for the KPU community.
- **Collaboration:** KPU employees work in functional and cross-functional teams, coming together to solve complex issues and accomplish objectives that will benefit the KPU community.