Department: Elon Dean of Students Office

Position Title: Graduate Apprentice for Elon Student Support

Key Responsibilities: Provide individual student support and case management for students experiencing personal, familial, interpersonal, academic, or other challenges; Meet independently with students seeking assistance through the Dean of Students Office and Student Care and Outreach; Maintain a small, organically developed caseload with oversight and support from the Assistant Dean of Students; Assist with case management and outreach related to Medical Safety Policy activations; Participate in the Administrator On Call (AOC) rotation and assist with AOC scheduling and training; Collaborate with campus partners to connect students with appropriate resources and support.

Career Options: Primary: Dean of Students/Student Support Services; Student Care and Outreach; Case Management; Student Advocacy; Crisis Response. Other: Student Affairs Administration; Student Conduct; Behavioral Intervention; Health and Wellness; Academic Advising; Residence Life; Orientation and New Student Programs.

Position Description: The Dean of Students Office provides support, advocacy, and resources to help students navigate challenges and successfully engage in their educational experience at Elon University. The office works closely with students, families, faculty, staff, and campus partners to address a wide range of personal, academic, interpersonal, and other circumstances that may affect student well-being and success.

The Graduate Apprentice for Student Support reports to the Assistant Dean of Students and will assist with the daily operations and student support functions of the Dean of Students Office. The GA will develop practical experience in student support and case management through direct interaction with students, outreach, referrals, documentation, and follow-up. The GA will maintain a small caseload that will develop organically based on office needs and student concerns, with regular consultation, oversight, and support from the Assistant Dean of Students.

The GA will also assist with Medical Safety Policy case management, including meeting individually with students involved in lower-level cases, assigning appropriate educational or supportive measures, monitoring completion and follow-up, and connecting students with additional campus resources when appropriate. The GA will participate in the Administrator On Call rotation and will receive training and ongoing support to fulfill this responsibility. The GA will also assist with administrative functions such as scheduling and training coordination.

The Graduate Apprentice will participate as a member of the Dean of Students Office and will have opportunities to collaborate with the Office of Student Care and Outreach, Office of Student Conduct, and other offices which work closely with the Dean of Students Office to provide coordinated student support. The GA may assist with collaborative case management and student

outreach when appropriate. The GA will also have opportunities to observe and learn from other student affairs functions and professionals across campus.

The GA will participate in office programs and functions, including student outreach, individual student meetings, staff meetings, professional development activities, campus events, and internal committees or work groups when applicable. The GA will also be provided with opportunities for regular reflective supervision and professional development aligned with their interests and goals. Please note that evening and weekend work hours will periodically be required as part of the Administrator On Call rotation and other office responsibilities.

Primary Duties

Student Support and Case Management:

- Be primarily responsible for students seeking walk-in assistance at the Janice Ratliff Building, meet independently with these students seeking assistance regarding personal, familial, interpersonal, academic, or other concerns, and refer appropriately for additional followup.
- Provide supportive, student-centered case management within the scope of the graduate apprentice role, utilizing appropriate consultation with and oversight from the Assistant Dean of Students.
- Maintain a small, organically developed caseload of students and provide appropriate follow-up, referrals, and ongoing support.
- Develop and maintain appropriate case notes and student records in accordance with university policies and FERPA requirements.
- Connect students with appropriate campus and community resources based on individual needs, including academic, health, counseling, financial, accessibility, residential, and other support services.
- Follow up with students after referrals, significant concerns, or other interventions to assess progress and identify additional needs.
- Consult regularly with the Assistant Dean of Students regarding cases, student needs, professional boundaries, and appropriate next steps.
- Assist with collaborative case management and student outreach in partnership with the Office of Student Care and Outreach when appropriate.

Medical Safety Policy:

- Assist with case management and student outreach related to Medical Safety Policy activations.
- Manage assigned lower-level Medical Safety Policy cases under the supervision and guidance of the Assistant Dean of Students.
- Conduct individual meetings with students involved in assigned Medical Safety Policy cases.
- Assign and communicate appropriate educational and supportive measures within the scope of the GA's responsibilities and university processes.
- Track completion of assigned measures and conduct appropriate follow-up with students.
- Connect students with campus resources and make referrals when additional support is appropriate.

- Maintain accurate and timely documentation related to assigned cases.
- Consult with professional staff regarding concerns, barriers to completion, or cases that exceed the scope of the GA's responsibilities.

Administrator On Call/Crisis Response:

- Following one semester/term of observation and learning, the GA will participate in the Administrator On Call (AOC) rotation and provide appropriate student support and response in accordance with established AOC protocols.
- Complete training and ongoing professional development necessary to participate effectively in the AOC rotation.
- Consult with and utilize established support systems and professional staff while serving in the AOC role.
- Assist with administrative coordination of the AOC program, including scheduling and communication with AOC members.
- Assist with planning and facilitating training opportunities for AOC members.
- Participate in debriefing and reflective conversations following AOC experiences to support professional learning and development.

Dean of Students Office:

- Attend staff meetings and participate in office initiatives, committees, and work groups when appropriate.
- Assist professional staff with student outreach, office programs, educational initiatives, and special projects.
- Participate in campus-wide programs and events that support student success and well-being.
- Collaborate with campus partners to facilitate appropriate student referrals and coordinated support.
- Utilize university case-management, communication, and other technology systems to perform daily work tasks and support office initiatives.
- Attend Behavioral Intervention Team meetings and other student support meetings when appropriate as a learning opportunity and, when requested, assist with meeting documentation or notetaking.
- Other duties as assigned by the Dean/Assistant Dean of Students.

Other Responsibilities/Opportunities

- Apply graduate-level coursework and student affairs theory to day-to-day student support and case-management practice.
- Develop skills in individual student support, case management, student advocacy, referral practices, and professional communication.
- Develop an understanding of university policies and procedures that impact student support, including FERPA and other applicable university requirements.
- Practice maintaining appropriate professional boundaries, confidentiality, documentation, and ethical standards when working with students.

- Participate in weekly one-on-one meetings with the Assistant Dean of Students to reflect on learning, growth, student cases, and ongoing projects.
- Participate in regular reflective supervision to connect classroom learning with professional practice.
- Participate in inclusive excellence discussions, trainings, and development opportunities that enhance culturally responsive student support practices.
- Participate in shadowing opportunities with Student Affairs professionals across campus to gain exposure to different functional areas and career paths.
- Practice personal and professional wellness through effective calendar management, supervision, consultation, and utilization of appropriate support resources.
- Participate in continual professional development opportunities on and off campus that support an individual professional development plan co-created with the supervisor
- Provide written information to be included in the supervisor's end-of-semester evaluation, such as self-evaluation, reflective writing, progress toward professional goals, and areas for continued development.

Professional Development: Multiple professional development opportunities aligned with coursework in the MHE program will be provided for the Graduate Apprentice. The GA will receive training and ongoing development in areas including student support and case management, crisis response, FERPA and confidentiality, trauma-informed approaches, professional boundaries, and related areas of student affairs practice.

The GA will be provided with a membership to NABITA and will have access to conference and professional development funding to support participation in relevant conferences, workshops, trainings, and professional development opportunities. Specific funding and opportunities will be determined based on available resources and the GA's professional development plan.

The GA will also be encouraged to participate in professional development opportunities offered by offices and departments throughout the Elon community. Opportunities may include shadowing Student Affairs professionals, attending campus trainings, participating in professional association programs, conducting informational interviews, and attending conferences or workshops related to student support, case management, crisis response, and other areas of interest.

The Assistant Dean of Students will work with the GA to develop an individualized professional development plan that connects graduate coursework, professional interests, and career goals. Through regular one-on-one supervision and reflective discussions, the GA will have opportunities to examine student interactions, case-management experiences, crisis response, ethical and professional considerations, and their development as an emerging student affairs professional.