

Case Manager Responsibilities

Last Updated: 03/27/2018

Summary of Responsibilities: The primary responsibilities of a Case Manager for University Housing are:

1. Receive and investigate reports of alleged housing misconduct occurring in housing facilities.
2. Assess reports and assign community guide regulation charges.
3. Manage case assignments for community staff from initial report to resolution.
 - a. Assign cases to hearing officers in designated community
 - b. Review cases to ensure compliance with protocol was followed
 - c. Close cases in designated community
4. Determine appropriate response and resolution to cases occurring in designated community not assigned to other hearing officers in accordance with protocols
5. Communicate with the Senior Coordinator for Student Conduct (OSC) and the Senior Coordinator for Staff Development and Student Conduct (SDSC) to discuss caseloads, case management, case consultations and the conduct software package.
6. Participate in Case Manager and hearing officer trainings.