AUBURN
Human Resources

Dir, Auburn Cares

Job Description

JOB INFORMATION

Job Code	AE84
Job Description Title	Dir, Auburn Cares
Pay Grade	SR13
Range Minimum	$76,920
33rd %	$97,430
Range Midpoint	$107,690
67th %	$117,950
Range Maximum	$138,460
Exemption Status	Exempt
Organizational use restricted to the following divisions	169 SVP for Student Affairs
Approved Date:	9/4/2026 2:12:50 PM
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JOB FAMILY AND FUNCTION

Job Family:	Student Resources
Job Function:	Student Services

JOB SUMMARY

Reporting to the Associate Vice President for Student Affairs, this position directs Auburn University's student support and care efforts by overseeing Auburn Cares, the university's coordinated case management and crisis response function for students of concern. This role leads to a multidisciplinary approach to identifying, assessing, and responding to student behavioral, mental health, medical, and personal crises. The Director collaborates closely with campus partners, families, and community resources to promote student safety, well-being, retention, and success, while ensuring consistent, trauma-informed, and policy-aligned intervention practices.

RESPONSIBILITIES

- Develops, implements, and maintains University policies, protocols, and procedures governing student support, crisis response, and case management, ensuring consistent documentation and adherence to university policies and applicable laws.
- Provides strategic leadership and guidance to Auburn Cares case management activities, ensuring students of concern are appropriately assessed for risk and safety and receive timely outreach, intervention, referral, and follow-up.
- Responds to referrals involving students experiencing behavioral, mental health, medical, or personal crises; coordinates individualized support plans in collaboration with campus and community partners.
- Conducts and oversees student outreach and intervention, including individual meetings with students and coordination of emergency contact notifications when concerns about student safety or well-being arise, ensuring compliance with all federal laws and regulations.
- Provides strategic guidance to students and families in navigating university resources, procedures, and policies, and leads interventions that strengthen student coping capacity, resilience, self-advocacy, and academic and personal success as part of a coordinated case management framework.
- Manages the shared records database for all Auburn Cares-related cases, ensuring timely, confidential, and accurate documentation of all student referrals, contacts, collaborations, and outcomes.
- Leads and directs the medical withdrawal and family medical withdrawal process. Serves as the decision-making authority for student medical withdrawals, including review, approval, or denial of medical documentation and coordination of the withdrawal process.
- Supervises and leads professional staff focused on student support, crisis response, and retention, including performance management, training, and professional development.

RESPONSIBILITIES

- Provides strategic leadership and oversight of the Safe Harbor program, ensuring comprehensive, trauma-informed institutional response to power-based personal violence, including dating and domestic violence, sexual assault, stalking, and harassment. Ensures appropriate coordination and collaboration with the office of Equal Opportunity Compliance and knowledge of and compliance with federal regulations.
- Leads and coordinates a 24-hour emergency response framework for students, faculty, and staff impacted by power-based violence, facilitating cross-divisional collaboration with campus safety, law enforcement, healthcare providers, and community agencies to promote safety, compliance, and continuity of care.
- Provides strategic leadership and oversight for the Campus Food Pantry and Feed the Family Fund, establishing vision, policies, and operational frameworks that address student food insecurity as a barrier to persistence and success; ensures alignment with Auburn Cares case management, institutional retention goals, and basic needs initiatives while cultivating campus and community partnerships to sustain and expand services.
- Provides strategic oversight and decision-making for the allocation of approximately $4.5 million in gift funds to mitigate unforeseen financial barriers that threaten student persistence and retention. Partners closely with Financial Aid and Scholarships to ensure compliance with all applicable federal financial aid regulations and eligibility requirements while maximizing timely, equitable support for students in crisis.
- Leads and directs the university's institutional notification and response efforts to all student deaths. Serves as Auburn University's central point of coordination and authority for student deaths. Receives official notification from the Lee County Coroner and ensures timely executive notification to senior university leadership. Provides compassionate outreach to bereaved families on behalf of the institution and serves as the primary university liaison for the family, coordinating communication, support, and guidance. Collaborates with faculty, staff, and affected students; facilitates appropriate memorialization and remembrance activities; and ensures a coordinated, trauma-informed, and dignified response.
- Directs, implements, and administers funds for approximately 30 Student Affairs and Auburn Cares-specific scholarships. Ensures compliance with all federal financial aid laws by working directly with Financial Aid and Scholarships.
- Coordinates outreach and training of the campus community on recognizing, responding, and referring students of concern and Auburn Cares services, including medical withdrawals, Safe Harbor, and the Campus Food Pantry. Promotes awareness of reporting processes through marketing, presentations, and web materials.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Master's Degree	No specific discipline. Degree in Higher Education, Counseling, Social Work, Education, or related field is desired.	and	7 years of	Experience in mental health, counseling, social work, or related field. Experience in higher education environment desired. Must have 2 years of experience directly supervising or managing employees.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Working knowledge of student learning and development concepts and theory.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Understanding of working within higher education organization.	
Knowledge of conflict resolution methods and management concepts, and crisis management and intervention techniques in higher education.	
Knowledge of mental health terminology and treatment plans, understanding of mental health evaluation and risk assessment, knowledge of threat assessment models and intervention techniques in higher education, Auburn University employee policies and procedures, working knowledge of government regulations pertaining to higher education (FERPA, Clery, Student Code of Conduct, ADA, federal financial aid guidelines).	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting	X					
Climbing			X			
Stooping/ Kneeling/ Crouching			X			
Reaching			X			
Talking					X	
Hearing					X	
Repetitive Motions					X	
Eye/Hand/Foot Coordination					X	

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold			X		
Extreme heat			X		
Humidity			X		
Wet			X		
Noise			X		
Hazards			X		
Temperature Change			X		
Atmospheric Conditions			X		
Vibration			X		

Vision Requirements:

Ability to see information in print and/or electronically.