Position Overview
The Office of the Dean of Students views this Care Support Services Graduate Assistantship as an integral position on the staff, providing meaningful professional service to and for students at the College of William and Mary. We also recognize that this position serves as professional development for the Graduate Assistant. Therefore, the student will be exposed to, and has the opportunity to interact with services and programs of the office that may not be direct responsibilities listed below. Skill development opportunities include administrative support, research, presentations, and student advising.

Department Mission
Care Support Services provides outreach, advocacy, and support services that assist and empower students in identifying and managing interpersonal, academic, and wellness concerns. When students face significant challenges to their mental, physical, and social health, we help in identifying and accessing resources both on and off campus to meet students’ needs.

Position Type
☐ Masters Level  ☒ Doctoral Level  ☒ Full-time (20 hours/week)  ☐ Part-time (10 hours/week)

Compensation / Benefits
• This assistantship qualifies a full-time student for the 2017-18 in-state tuition waiver.
• Total financial package = In-state tuition + $8,000 stipend

Position Elements
☒ Mostly 9 a.m. - 5 p.m. work  ☐ Occasional night/evening work
☐ Frequent night/evening work  ☐ Weekend work: Often, Sometimes, Rarely
☐ Hires student workers  ☐ Supervises / evaluates student workers
☒ Frequent student interaction  ☐ Leads training sessions for students
☒ Advises individual students  ☐ Advises student organizations
☐ Budget management  ☐ Event/program management
☐ Individual work space  ☒ Shared work space
☒ Independent work  ☒ Collaborative / group work
☐ Conference/workshop funding available  ☒ May take internship at same time as GA
☐ Opportunity for committee work  ☐ Opportunity for summer employment
Job Responsibilities

- Advise individual students receiving Care services under the supervision of the Care Support Services Director.
- Effectively use the Advocate system to make student case notes and assist in monitoring and supporting students receiving CSS case management services.
- Maintain the Care Support Services website, including development of online resources for students.
- Assist in preparation of meeting materials for the Medical Review Committee and Care Team meetings.
- Develop and administer student surveys delivered via email (January and May administration) to assist in monitoring student service and resource needs.
- Perform other duties as assigned by the Director of Care Support Services.

Preferred Qualifications

- Master and Doctoral students from the EPPL program
- The capacity to assimilate into the culture of a fast-paced, demanding office
- Excellent written and communication skills.
- Organizational and management skills
- Ability to handle conflict on a regular basis
- Strong interest in working with students who are experiencing crisis (medical, mental health, personal)

Learning Outcomes

- Demonstrate a balanced work ethic through effective communication and time management.
- Develop rapport and collaborate with relevant stakeholders including students, faculty, student affairs staff, and student family members.
- Develop values aligned with the Student Affairs Division and Care Support Services philosophies, including demonstrating care and concern for students experiencing a high level of crisis.

Direct Supervisor

Rachel McDonald
Director of Care Support Services
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757-221-2510

Interested applicants are welcome to contact the supervisor with any questions.