



WEST VIRGINIA STATE UNIVERSITY

Director of Student Advocacy Division of Student Affairs and Enrollment Management

West Virginia State University

West Virginia State University (WVSU) is a public-land grant institution, which was founded in 1891 as a Historically Black College and University (HBCU), and has evolved into a fully accessible, diverse, and multi-generational institution serving approximately 3,500 students. The University is a community of students, staff, and faculty committed to innovative teaching and learning, research and service that offers 23 undergraduate and seven graduate degrees through its four colleges, and competes in athletics at the NCAA Division II level in five men's sports and six women's sports. WVSU is located in Institute, WV, a suburb of Charleston, the largest city and the capital of West Virginia. With more than 300,000 people living in the metropolitan area, it is an active, exciting and engaging community, boasting cultural and historical events, music, festivals, and entertainment.

Position Description

West Virginia State University is looking for student-centered candidates for the newly created position of Director of Student Advocacy. The Advocate is an essential member of the Division of Student Affairs and Enrollment Management leadership team and will provide students with the tools and resources to be successful at WVSU by building and maintaining meaningful relationships of sustained, shared responsibility with students. Not all students enter college with equal backing and support. Therefore, in collaboration with Retention Specialists, Academic Advisors, Financial Aid Counselors, and the like the Student Advocate will provide assistance and services designed to minimize the impact of academic, social, and cultural barriers or situational distress on students' academic and personal pursuits through effective case management and the coordination of care between campus and community resources.

The Student Advocate will provide support and resources to populations, such as, but not limited to students of color and first-generation students while developing key strategic partnerships across campus in order create an environment where all students feel welcomed, inspired, encouraged, and supported. The incumbent will provide services and collaborate with various offices and departments to enhance the overall student success, the student experience, and student growth and development. The Student Advocate may serve on appropriate campus, university-wide, local, regional or national committees and will represent student issues and needs on diverse ad hoc policy committees and special campus projects and initiatives.

Responsibilities

- Advocate for and provide guidance to students who request assistance navigating institutional processes, including but not limited to: college policy, procedure, problem-solving, reporting complaints, academic or financial barriers, etc.
- Provide support to students facing adversity or challenges, or who may belong to an under-represented or minority student population by providing consultation and conferencing regarding issues and problems reported by students.
- Provide dispute and conflict resolution.
- Collaborate with staff in Office of Retention and Student Success, Academic Advisors, and other departments, as well as academic and campus leaders, on shared student success and development.
- Leverage technology and high-engagement strategies, including but not limited to Degree Audit and ACHIEVE to connect and maintain positive working relationships with faculty and staff to enhance communication, interventions, and student success.
- Maintain a caseload of students and engage in case management practices, including development of student success plans, individual case conferences, and use of ACHIEVE to document services provided and specific case details. Outreach to students listed in at-risk caseload and maintain contact to address their needs and facilitate success
- Establish functional working relationships with key college personnel, offices, departments, and community agencies.
- Manages, seeks, and updates community resources partners for access that address student vulnerabilities. Works with campus and community partners for leads. Connects and engages community services for emergency resources for students.
- Review and report patterns of concern, including critical analysis of the systemic need for improvement, and provide options to reduce or eliminate recurring problems.

Requirements for the Campus Advocate

- A bachelor's degree required. Master's preferred.
- Demonstrated understanding of the challenges students are facing and the ability to instruct and motivate students at the college level.
- Ability to develop positive mentoring relationships with a diverse population of students
- Demonstrated problem solving and conflict resolution skills.
- Excellent communication and interpersonal skills, including the ability to work well with individuals at all institutional levels and ability to quickly develop rapport with others
- Demonstrated experience handling highly confidential matters with discretion and maintain a professional demeanor at all times.

Salary Statement

\$40,000 - \$45,000

To Apply

This position will remain open until filled. However, first consideration will be given to application who submit a resume, cover letter, copy of transcripts, and the names and email addresses or phone numbers of three professional references by December 15, 2021. All requested information must be submitted for your application to be considered.

Please submit application materials via email to jobs@wvstateu.edu or mail to:

West Virginia State University
Department of Human Resources
P.O. Box 1000, 105 Cole Complex
Institute, WV 25112

West Virginia State University conducts criminal background checks on all job candidates upon acceptance of a contingent offer. Any offer of employment is contingent upon the satisfactory completion of a background check.

West Virginia State University is an Equal Opportunity/Affirmative Action institution. No person shall be denied admission to educational programs, activities or employment on the basis of any legally protected status, or be subjected to prohibited discrimination involving, but not limited to, such factors as race, color, creed, religion, national or ethnic origin, marital status, citizenship, sex, sexual orientation, gender identity or expression, age, disability, or protected veteran status. Upon request, reasonable accommodations will be made to provide this content into an alternate accessible format by contacting Human Resources at (304) 766- 3156 and/or hr@wvstateu.edu.